

Dementia Support Line Resource Planner (Apprentice)

Job description

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

Together with our supporters, we're working towards a world where dementia no longer devastates lives.

Our values

Our values tell everyone who we are as an organisation.

Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.

Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

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Position in the organisation

Reports to the Data, Resource & Planning Officer

Member of our Dementia Support Line team

Purpose of this role

At Alzheimer's Society we are advisers, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

Our Dementia Support Line is central to our strategic ambitions to reach more people affected by dementia and to deliver greater impact for them.

Working closely with the Data, Resource & Planning Officer and Team Managers, you will support the smooth day-to-day running of the Dementia Support Line. In this role, you will undertake a Data Essentials Level 3 Apprenticeship Programme. – Subject to Eligibility checks

In this role you will be tasked with supporting the team leaders to ensure effective day-to-day management of workflows, and real time management of staffing levels and call volumes.

In association with the Data, Resource and Planning Officer you will ensure there are effective schedules and forecasts focusing on aligning resources to predicted demand over time, using prescribed methods and tools, you will identify trends and opportunities to maximise the effectiveness of the Dementia Support Line, as well as contributing to the ongoing development of the service.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

Key accountabilities and responsibilities

- Utilising dashboards within our telephony system and a workforce management tool to monitor call queues and adviser status, looking for any performance issues and flagging to the Dementia Support Line Team leaders.
- Develop and maintain regular effective communication and recommendations to Data, Resource & Planning Officer to ensure a balance is struck between resource utilisation, KPI achievement and staff wellbeing.
- Contribute to the management of shift schedule process and work rotas, including holiday requests and non-working days for advisers and team leaders, to ensure we maximise service levels as well as staff wellbeing and service user satisfaction.

- Coordinate off-phone activities, including formal training and self-development for advisers and team leaders, to minimise disruption in service delivery.
- You will assist with the creation and monitor advanced schedules using the workforce management tool.
- Responsible for the daily production of regular, standardised MI (management information) for the Dementia Support Line Lead, Managers and Team Leaders.
- You'll assist with the creation of bespoke reports and analyse data to help support the planning and evaluation process for post activity analysis to inform future learning and development.
- With support you will undertake regular data integrity checks / data cleansing in the workforce planning systems to deliver sustainable, high-quality information.
- You will build strong relationships within the Dementia Support Line team to enable greater effectiveness in providing solutions for resourcing demands.
- Actively encourage new ideas / process improvements focusing on time saving and efficiency improvements whilst delivering an excellent customer service to our service users and colleagues in other teams.
- Be available for occasional evenings and / or weekend work as the role may require.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies, and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- To champion the diverse needs of people affected by dementia by working in a manner that facilitates inclusion and collaboration, within and beyond the Society.
- To support and enable volunteering activities.
- To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Work to embed a culture of inclusion and collaboration, within and beyond the Society.

Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
A broad knowledge of resource/workforce management and planning	A/I
A broad knowledge of call centre telephony systems	A/I
Able to translate data into words	A/I

Strong desire to develop data analysis skills	A/I
An understanding of health and social care issues that affect people living with dementia.	A/I
3 GCSEs (or equivalent) at grades 4+ (A–C) in any subject. GCSE Maths and English (or equivalents) at grades 3+ (D or above).	A

Competencies & personal attributes	Application (A) or interview (I)
Excellent communication skills, both verbal and written	A/I
Work collaboratively and be able to prioritise your workload effectively and remain solution focussed throughout your areas of work.	A/I
Good interpersonal skills to allow you to have open jargon-free conversations with the business.	A/I
Excellent organisational and timekeeping skills.	A/I
Excellent attention to detail.	A/I
Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves.	A/I
Be a self-starter and incredibly motivated.	A/I

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Our benefits



Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave