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Position Description

Vacancy Title: **Workforce Planning & Insight Analyst - Nadi/Lautoka/Suva**
Location: **Suva**
Reports To: **None**

Objective

The Workforce Planning & Insights Analyst plays a critical role in optimizing global contact centre performance by bridging business needs with technical solutions. Key responsibilities include accurately forecasting contact volumes and staffing requirements, optimizing resource allocation, and ensuring service levels are maintained in line with contractual agreements. The role involves analyzing operational data to generate actionable insights, producing high-quality statistical reports, and supporting strategic decision-making through efficient scheduling. Additionally, the Workforce Planning & Insights Analyst contributes to continuous service improvement, evaluates new business opportunities, and collaborates with internal and external stakeholders to promote operational excellence across all centres. This position is essential to enhancing the overall effectiveness and sustainability of the business.

Outcomes

Organisational Stakeholders

1. Global Resource Planning and Real-Time Management

- Develop and maintain accurate forecasts of contact volumes and staffing requirements across all global contact centers.
- Monitor real-time operational performance, making proactive staffing or routing adjustments to ensure service level targets are met.
- Collaborate with regional analysts and local managers to achieve optimal resource allocation.
- Maintain and optimize telephony platforms, including call routing logic and configurations.
- Investigate and resolve call routing discrepancies or performance anomalies in a timely manner.

2. Operational Performance and Service Level Management

- Ensure full adherence to all contractual service level agreements (SLAs) across regions.
- Monitor global operational metrics and initiate timely corrective actions to address variances.
- Serve as the first point of contact for operational escalations, providing direct support to leadership and functional teams.
- Participate in daily operations calls, escalating potential risks or service challenges proactively.

3. Forecasting, Scheduling, and Reporting

- Develop both short-term and long-term forecasts based on historical data trends and current business inputs.
- Provide monthly staffing plans, including training schedules and skills deployment timelines.
- Maintain updated intraday forecasts and planning models to optimize break schedules and manage shrinkage.
- Generate and deliver daily / weekly performance dashboards, end-of-month reporting, and full-time equivalent (FTE) utilization updates.
- Support annual and quarterly budget planning through detailed headcount modelling.

4. Business Analysis and Strategic Support

- Analyse performance data, seasonal trends, and operational metrics to identify opportunities for process improvement.
- Deliver statistical reports and actionable insights to support strategic business decisions.
- Liaise with internal and external stakeholders to report on key performance indicators and propose recommendations for optimization.
- Provide analytical support to Sales and Marketing teams in evaluating new business opportunities or client proposals.

5. Stakeholder Engagement and Cross-Functional Collaboration

- Collaborate with departments such as IT, HR, and client teams to manage operational transitions and system changes.
- Actively participate in cross-functional meetings and contribute to the development and execution of strategic initiatives.
- Ensure alignment of agent schedules with training plans, skill requirements, and evolving business needs.

Responsibilities - Key Competencies

Competence	Description
Business	
Risk Management	Analyse and manage risk.
Change Management	Implement and manage changing situations resulting from a change in strategic/business.
Customer	
Quality Focus	Deliver quality.
People	
Negotiation	Reach agreement through discussion and compromise.

Competence	Description
Professional	
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Mathematical Reasoning	Apply mathematical reasoning.
Operational	
Equipment Operation	Control the operation of specialised equipment, plant or vehicles to satisfy the demands of the assignment.

Qualifications

Qualification	Discipline	Notes
Preferred		
Degree	Business Management or Business Administration or related fields	

Work Knowledge and Experience

• 3–5 years of experience in workforce planning, data analysis, or business intelligence roles within contact centers, BPOs, or service delivery environments

• Experience working in multi-site or global operations is a strong advantage

• Proven track record in forecasting, scheduling, and performance reporting

Requirements

Language Proficiency

Fluency in both written and spoken English

Must have excellent written and oral skills.

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments

No interactions found.

Attributes

Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.
Punctuality	Completes a required task or fulfills an obligation before or at a previously designated time
Resilient	Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
Realistic	Shows concern for facts and reality, rejecting the impractical.
Trusting	Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

Abstract/conceptual thinker	Creates abstract or generic ideas generalised from particular instances.
Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Well organised	Controls tasks in a well thought out and critical manner.

How To Apply

For more details and to apply for this vacancy, scan the QR Code or refer to the link below; https://app.hrmonise.com/job/4109/centrecom-fiji/workforce-planning-insight-analyst-nadilautokasuva

Contact for Enquiries

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Further Contact Information: --

Closing Date: 24 Sep 2025