Transport for Greater Manchester

Transport for Greater Manchester

Role Profile

Role: Facilities Operations Resource Planning Officer

Directorate: Facilities Operations

Salary Band: 7

Post Reference: BR115

Job Evaluation Date: July 2026

Role statement of purpose:

To provide specialist resource forecasting, planning, scheduling, deployment monitoring, performance analysis and operational support for Facilities Operations. The post holder will ensure that staffing resources are planned and deployed effectively to support safe, compliant and customer-focused delivery across Bee Network operational sites, while identifying risks, shortfalls and opportunities for improvement

Reports to: Facilities Operations Senior Manager

	Key Role Outputs (KROs) *these set out what must be achieved for the post holder to be successful in the role*	**Key Actions** *These set out how the KROs will be achieved – the activities required.*
1.	To provide accurate forecasts of staffing and resource requirements	• Analyse historic workload, staffing patterns, absence trends, annual leave, vacancies, training requirements, event activity and any other foreseeable operational pressures to forecast staffing requirements. • Use workforce planning, rota and/or other appropriate systems to produce staffing forecasts and resource requirements. • Work with Facilities Operations Managers to ensure forecasts reflect known site requirements, service changes and operational priorities.

2.	To develop and maintain effective staffing plans and rotas for Facilities Operations	• Produce and support Facilities Operations Managers to maintain rotas and staffing schedules for Facilities Operations teams in line with operational requirements and agreed timescales • Work closely with line managers responsible for spare staff resources to ensure shift cover is comprehensive, fair, compliant and cost-effective. • Review schedules in advance and refine them to ensure they are achievable, practical, efficient and support safe service delivery. • Take account of shift coverage, leave, training, meetings, compliance activity and any known operational demands when producing plans. • Update and reissue staffing plans where changes are required.
3.	Maintain and develop the Facilities Operations workforce planning system	• Lead the day-to-day administration and effective use of workforce planning systems and tools. • Develop and improve system-based processes, reports and controls to support rota planning, compliance and operational oversight. • Train and support colleagues in the use of relevant systems, technology and associated processes • Monitor system access, licence requirements and future needs, supporting budget requests and procurement planning where required. • Work with stakeholders to resolve system issues, support improvements and ensure the technology remains fit for purpose.
4.	To assess planned resource against actual availability and highlight shortfalls	• Compare forecasted staffing requirements against actual available resource and identify any gaps, risks or pressure points. • Provide recommendations to management on how resource gaps can be mitigated, including redeployment, overtime, revised deployment or other practical options. • Ensure resource planning supports delivery against key operational standards, KPIs and customer expectations.
5.	To ensure staffing plans and deployment arrangements comply with the Working Time Directive and related TfGM requirements	• Monitor rota patterns, shift lengths, rest periods, overtime and working hours to ensure staffing plans support compliance with the Working Time Directive and relevant TfGM policies. • Highlight actual or potential breaches, risks or exceptions to management in a timely manner and support corrective action. • Maintain accurate records and provide management information to support oversight of working hours, overtime trends and compliance risks. Work with Facilities Operations managers to ensure short-term resource decisions, shift changes and overtime allocation maintain operational coverage without creating Working Time Directive risks.

		• Support continuous improvement of workforce planning processes and systems to strengthen visibility of hours worked and compliance monitoring
6.	To produce plans for non-operational activity in line with business need	• Build non-operational activity into staffing plans to support team meetings, briefings, training, coaching, My Impact activity, compliance activity, annual leave and other planned requirements, • Ensure off-line activity is scheduled in a way that balances operational resilience with team development and business priorities. • Liaise with managers to prioritise non-operational activity where staffing constraints exist.
7.	To support the live operation through monitoring and resource adjustment	• Monitor staffing deployment against the agreed daily plan and identify variances, risks or emerging issues. • Work collaboratively with Facilities Operations managers to recommend practical changes to deployment where required. • Track actual resource use, including unplanned absence, overtime, redeployment or operational disruption, and update plans accordingly. • Support management in implementing short-term solutions to maintain operational coverage and service continuity.
8.	To produce and analyse management information for Facilities Operations	• Produce accurate and timely management information on staffing, resource deployment, absence, overtime, performance trends and other agreed measures. • Analyse data to identify trends, risks, recurring issues and opportunities for improvement. • Present information clearly to support management decision-making, workforce planning and service improvement.
9..	To support operational scenario planning and business planning	• Work with managers and stakeholders to model different staffing or deployment scenarios in support of service changes, projects, events, seasonal pressures, site changes or new initiatives. • Produce “what-if” options to assess the impact of changes on staffing requirements and resilience. • Provide operational insight and data-led recommendations to support effective planning and decision-making. • Produce and review Facilities Operations local policies and procedures.

10.	To maintain an operational planning record to support continuous improvement	• Maintain a record of operational issues, trends and planning assumptions that have affected staffing demand or deployment. • Identify and investigate any patterns in staffing shortfalls or unexpected increases in demand for spare resources. • Capture information on factors that have had a positive or negative impact on delivery to inform future forecasting and resource planning. • Use this information to improve planning accuracy and support continuous improvement.
	Compulsory Outputs (COs) *these set out what must be achieved for the post holder to be successful in the role*	**Key Actions** *These set out how the COs will be achieved – the activities required.*
C1	Ensure you comply with all organisational policies and relevant legislation:	• Data Protection legislation • Working Time Directive • TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) • Dignity at Work policy; • Information assurance and security in line with Cabinet Office requirements; • Risk management • TfGM policies and procedures • Equality and diversity legislation • TfGM Vision & Values • Act in accordance with TfGM's behaviours and competencies
C2	Any other reasonable duties as required from time to time	

Key Interdependencies	
Key Contacts	Head of Facilities Operations Facilities Operations Senior Manager Facilities Operations Area Managers Facilities Operations Managers People Team Resourcing Team L&OD Team OCC Team

Direct reports	None
Budgetary responsibility	None
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG

Office Use Only	**Updated**	**Updated**	**Updated**	**Updated**
Created By: Sean Dyball, December 2014				
Nicole Zanchetti, June 2026				

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	RESOURCE PLANNING OFFICER: ***(Knowledge, skills and experience required at selection stage)***
E	**Essential Experience:**
E1	Significant experience of resource planning, scheduling or rota management in an operational, customer-focused or shift-based environment.
E2	Experience of using workforce planning, scheduling or rota management systems to produce forecasts, schedules and scenario plans.
E3	Experience of analysing performance data and producing accurate management information reports.
E4	Experience of supporting live operations through monitoring, resource adjustment or short-term replanning.
E5	Significant experience of working in an operational and/or customer service environment.
E6	Demonstrable ability to produce accurate, clear reports, correspondence and data analysis.
EQ	**Essential Qualifications – Technical, Vocational or educational:**
EQ1	Degree educated or relevant experience
EA	**Essential Attributes:**
EA1	Ability to articulate opinions, analysis and recommendations clearly, both verbally and in writing.
EA2	Ability to work effectively within a team and build positive working relationships.
EA3	Effective influencing skills
EA4	Self-motivated with a can-do attitude
EA5	Strong organisational skills and ability to manage competing priorities.
EA6	Ability to use data to support decisions and identify practical solutions.