



Position description

Workforce Planner

Reporting to: Contact Centre Manager

Location: Masterton

Date: August 2026

The Workforce planner plays a critical role in supporting customer service operations during a period of significant business transformation.

This position is responsible for coordinating workforce schedules, training participation, transformation activities, and operational coverage across Contact Centre and Back Office teams.

The role ensures the right people are available at the right time to support customer demand while enabling employees to participate in key transformation activities, including training, user acceptance testing (UAT), workshops, change readiness initiatives, and go-live support activities.

Working closely with Operational Leaders, Learning & Development, and Transformation teams, the Workforce planner helps balance customer outcomes, employee experience, and transformation priorities.

This role aligns closely with responsibilities commonly found in workforce planning and resource management positions within contact centre environments



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Position accountabilities:

Workforce planning & Resource Coordination

- Create, maintain and communicate workforce schedules across Contact Centre and Back Office teams.
- Coordinate staffing requirements to ensure customer demand and service level expectations can be met.
- Manage schedule adjustments relating to leave, absenteeism, operational priorities, training and business change activities.
- Monitor workforce availability and identify potential resourcing risks, escalating concerns and recommendations as required.
- Maintain workforce management systems and scheduling records to ensure information is accurate and up to date.

Transformation & Training Scheduling

- Coordinate workforce participation in transformation-related activities including training, workshops, system simulations, UAT, change readiness initiatives, go-live preparation and hypercare support.
- Partner with operational leaders and programme stakeholders to minimise disruption to customer service while enabling employee participation in transformation activities.
- Track attendance and workforce impacts arising from scheduled training and transformation events.
- Support workforce readiness planning for key programme milestones.

Reporting & Stakeholder Support

- Produce workforce planning and capacity reports as required.
- Monitor staffing impacts, workforce availability and schedule adherence trends.
- Provide workforce insights and recommendations to operational leaders.
- Act as a key point of contact for workforce planning enquiries and schedule changes.
- Contribute to ongoing improvements in workforce planning processes and practices.

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Functional Relationships

Service Centre Delivery Manager – Provides operational direction, priority setting, coaching and performance support.

Contact Centre & Back Office Leaders – Partners on workforce coverage, schedule planning, service delivery priorities and resource allocation.

Learning & Development – Coordinates training attendance, onboarding programmes, capability development initiatives and workforce release requirements.

Transformation Program Team – Coordinates workforce participation in workshops, User Acceptance Testing (UAT), change readiness activities, go-live preparation and hypercare support.

People & Culture – Provides guidance on workforce policies, employment obligations and people-related processes.

Knowledge, experience and skills

Essential

- Experience in workforce planning, rostering, workforce management or resource planning within a contact centre or service environment.
- Strong organisational skills with the ability to manage multiple priorities and competing demands.
- Experience using workforce management tools, scheduling systems or related technologies.
- Strong analytical and problem-solving capability.
- Advanced Microsoft Excel and reporting skills.
- Strong communication and stakeholder management skills.
- Ability to work effectively in a fast-paced and changing environment.

Desirable

- Experience supporting business transformation, technology implementations or large-scale change initiatives.
- Experience working in a contact centre environment with multiple work types and channels.
- Knowledge of workforce planning principles and contact centre performance metrics.
- Experience with workforce management platforms such as Genesys, Verint, NICE, Calabrio or similar solutions

