

# Job Title: Rostering & Workforce Optimisation Manager

Reports To: Director of Operations

---

## Job Purpose

As our Rostering & Workforce Optimisation Manager, you'll help our support teams to plan and deliver the right support hours, in the right way, at the right time.

Your main focus is to reduce avoidable agency use by setting clear minimum rostering standards, running a consistent review rhythm, and supporting managers to make better, more consistent decisions.

You'll turn data into practical action: spotting hotspots, agreeing improvement plans with clear owners and timescales, and tracking progress until changes stick. Where rostering capability is still developing, you'll help put simple coaching and standard ways of working in place (for example clinics, refreshers, templates and SOPs).

You'll also act as the business owner for our rostering system (SONA), making sure it supports good rostering practice and reliable reporting. You won't be the day-to-day technical system administrator, but you will work closely with IT, systems support and the supplier to agree priorities and improvements.

## What you will do

### 1. Rostering governance, standards and assurance

- Set, publish and keep up-to-date minimum rostering standards, so everyone knows what good looks like.
- Lead a consistent check-and-review rhythm for priority locations, such as a monthly audit and governance cycle, and agree priorities and follow-up actions with operational leaders.
- Request and use rostering and other management information for priority locations, to support clear decision-making and timely intervention.
- Deliver targeted coaching for priority locations to support governance outcomes, such as how to plan cover, reduce rework and roster capability

### 2. Rota review and improvement planning

- Review rosters with Support Managers and Operations Managers to spot gaps in cover planning, particularly annual leave, sickness, training and vacancies, and resulting risks to safe, consistent support.
- Identify avoidable patterns that drive short notice shift cover and agency use
- Diagnose root causes, for example process, capability, data quality or structural constraints.
- Co-create practical improvement plans with clear actions, owners and timescales.

- Follow through improvement plans until changes are embedded and escalate persistent non-compliance through agreed routes.
- Work with Finance to track and understand agency drivers, and to evidence outcomes and benefits (including agency reductions linked to improved rostering discipline).

### **3. Workforce deployment insight**

- Produce and maintain a repeatable management insights pack, including hotspot analysis, trend reporting, and variance against commissioned hours for operational leaders.
- Monitor alignment between commissioned hours, rostered hours and paid delivery.
- Communicate clearly and effectively to stakeholders at different levels about what's driving any gaps and recommend practical interventions.

### **4. Business ownership of SONA rostering system**

- As SONA business owner, set expectations for system use and data quality
- Gather SONA business requirements, prioritise improvements with stakeholders, and coordinate user testing and release communications.
- Work with IT, systems support and the SONA supplier to resolve issues, improve reporting, and keep a clear operating model (including superusers and escalation routes).

### **5. Cross functional problem solving**

- Work with Finance, People/Recruitment, Quality, L&D and operational leaders to remove systemic blockers, such as contract patterns, training capacity, recruitment constraints or local operating issues.

## **What success looks like for you**

- Priority locations meet minimum rostering standards, evidenced through audit and quality measures.
- Managers plan cover in advance, with fewer last-minute changes, unfilled shifts and preventable gaps.
- Commissioned hours align more closely to rostered and paid delivery, with reduced variance.
- Avoidable agency hours and spending reduce in priority locations, supported by clear insight into what changed and why.
- Agreed improvement actions are completed on time and sustained over time.
- Operational leaders have a trusted, repeatable insights pack that supports better decision making and consistency.
- Reliance on ad-hoc spreadsheets for insights and decisions relating to rostering and agency use is reduced
- SONA is used consistently and meaningfully, with improving data quality, timely issue resolution and delivery of agreed enhancements.

## What we need from you

Factor	Essential	Desirable
<b>Values and behaviours</b>	<p>You share our values and put people at the heart of what you do.</p> <p>You work collaboratively, and you're comfortable balancing support with clear standards and boundaries.</p> <p>You communicate clearly and respectfully with a wide range of people.</p>	
<b>Skills and abilities</b>	<p>Strong analytical skills: you can interpret data and turn it into practical actions.</p> <p>Confident working with systems and spreadsheets (including Excel) and comfortable with data quality and reporting.</p> <p>Ability to influence and coach managers, including in challenging situations, to improve quality and consistency.</p> <p>Able to present clear updates and recommendations to senior stakeholders.</p>	<p>Experience of building or improving management information packs or dashboards.</p> <p>Knowledge of rostering systems such as SONA (or similar), and/or related systems (for example Nourish or RADAR).</p>
<b>Experience</b>	<p>Experience improving rostering and workforce deployment in a multi-site environment, ideally in Health and/or Social Care</p> <p>Experience identifying root causes and delivering sustained improvements, not just short-term fixes.</p> <p>Experience working across functions, for example Finance, Quality, People teams and Operations, to remove barriers.</p>	<p>Experience in learning disability and autism support and/or children and young people's services.</p> <p>Experience supporting operational efficiency or benefits tracking, for example in agency reduction projects.</p>
<b>Knowledge</b>	<p>Understanding of how staffing, rostering and cover planning affects quality, continuity and cost.</p>	<p>Awareness of CQC and/or Scottish Care Inspectorate regulation requirements.</p>
<b>Education or qualifications</b>		<p>Training or certification in data analysis, continuous improvement, or project delivery.</p>
<b>Travel and flexibility</b>	<p>Able to travel across England and Scotland, including occasional overnight stays, to support priority services.</p>	

**Together we make it possible**

**Together we make it possible**

