

Role and person profile

Post title:	Planning Co-ordinator	Location:	Guildford
Division:	Operations Groups	Department:	Planning
Reports to:	Planning Delivery Manager	Responsible for:	
Scale:	5	Permanent/FTC/Temp:	Permanent
Post no:	3359		

Section 1 – Accountabilities

Main role purpose:

The planning team work across Operations to create, monitor and ensure the delivery of subject and department level plans to support the overall series plan which includes timetables and schedules. This activity is supported and underpinned by a range of complex spreadsheets and databases which the role holder will manage. The key purpose of this role is to deliver BAU of planning, scheduling, timetabling and series plans whilst also assisting in the identification of continuous improvement in order to development robust plans by working collaboratively across the business with other stakeholders.

Key result areas:

Key result areas	Outcomes
Customer (external or internal) Trusted and reliable products and insight that build AQA's reputation and influence	Build exceptional relationships with our internal and external customers, leading the team in consistently delivering a best in class service that meets our customers' needs.
	Demonstrates commercial flexibility by undertaking other responsibilities which are of a commensurate level as business needs change.
Finance Sound financial management and a robust asset base	Identify opportunities to build resilience into current systems, working with the Planning Data Co-ordinator to seek innovative solutions to ensure the longevity of systems and the reliability of the data within them, reducing the need for external IT resources and costs.
	Consults, and where necessary negotiates with and influences, senior stakeholders in order to provide timely and accurate customer focused schedules within budgetary constraints.
Internal processes	Lead on relevant series plans and provide subject matter expertise as appropriate in order to remove duplication of effort and data, working towards a trusted single source of the truth.
	Identify gaps and opportunities within current processes and support the design appropriate interventions. Balance risk, capacity for change and available contingencies in order to prioritise continuous improvements activities.
	Manage the delivery of key series delivery schedules, working with stakeholders

	within Operations to ensure that they are created in a timely and accurate manner and are fit for purpose. Liaise with external stakeholders to ensure that our internal processes are in line with their needs.
	Ensures AQA is safe and legally compliant by applying AQA's policies and other legislative requirements including but not limited to HSE, Equal Opportunities and ISMS
People and culture	Develop self by ensuring professional knowledge is up to date identifying opportunities to learn new skills that will enhance capabilities. Use enhanced knowledge by inputting to team performance and process improvements.
	Produces high levels of performance by modelling leadership behaviours with confidence and providing clarity, challenge, feedback, coaching and development in line with business objectives.

Complexity/decision making:

Responsible for the development of plans and schedules within remit, making practical decisions on realistic and efficient process improvements, understanding impact of decisions that are made.

Responsible for delivery of key schedules in line with budget setting requirements

Owns and develops continuous service improvement plans, making decisions on operational needs that will facilitate safe delivery of exam series.

Proactively supports the team in building a robust planning function that anticipates future risks and helps colleagues mitigate through building and implementing robust governance frameworks

Section 2 – Key relationships

Key internal relationships:

- Planning Team
- Other Operations teams
- Qualifications and Markets teams

Key external relationships:

- Senior Examiners

Section 3 – Person profile

Knowledge	Assessment
Strong understanding of relevant supply chain methodologies and best practice	A/P
Broad understanding of the political, educational and business context within which AQA works	P
Strong understanding of IT systems and applications, particularly Access and Excel	A/I/P
Strong understanding of AQA's operational planning requirements and interdependencies	A/I/P
Qualification	
Educated to degree level or extensive experience in a similar role	A
Skills	
Proven customer focus – able to focus own work to the best outcome from the customer perspective	A/I/P
Manages teams and drives engagement and performance	I/P
Track record in developing robust, effective cross departmental plans through strong planning skills, tools and techniques	A/I/P
Track record in assessing and managing risks	I/P
Attention to detail and accuracy	A/I/P
Work flexibly as part of a team using initiative to meet departmental, team and own objectives	P
Drive personal performance, setting and achieving challenging targets	I/P
Supports team in developing, implementing, evaluating and embedding change	A/P
Experience	
Experience of supporting the successful delivery of end to end business change	A/P
Experience of supporting the delivery of new processes in advance of or part of organisational and/or technology changes	I/P
Behaviours	
Ability to translate a vision into achievable goals and provide clear direction to achieve organisational objectives	I/P
Ability to lead by example to develop and maintain effective working relationships with a range of stakeholders	I/P
Ability to proactively track and monitor progress, highlighting concerns appropriately	P
Working collaboratively in order to share best practice and avoid silo working practices	A/P
AQA's Behaviour Framework which is assessed through the selection/probation process	
Assessment key (criteria to be assessed at the selection stage)	
A – application (it is essential to provide evidence on application for shortlisting purposes)	
I - interview	T – test (or work sample)
	P – probation