# Role Description

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| Role: | **Resource Manager** |
| Business function: | Client delivery |
| Reporting to: | Head of Client Delivery |
| Managing: | Resource co-ordinator |
| Prepared on: | 29th March 2018 |

# Purpose and Scope

The purpose of this Role Description is to describe the **Resource** **Manager** role.

To manage resource scheduling across all digital services, ensuring maximum billable hours and target utilisation across all teams.

In addition, the role will include management reporting and data analysis which will be presented to the wider company to support day to day business operations.

*This role description is not inflexible but is an outline and account of the main duties and capabilities. The role holder should however carry out any other reasonable duties commensurate with the role, as the needs of the company require.*

# Role Responsibilities

## Key responsibilities

* To ensure accurate planning and forecasting of resource required against all opportunities, potential and booked work across existing and new clients for all teams
* To prepare and update monthly schedules using the Synergist calendar functionality across all digital services, ensuring accurate scheduling every day for each resource working closely with each team to ensure delivery deadlines are met
* To facilitate a solution-orientated decision making approach for resource conflict situations and notify relevant parties of changes
* To support the commercial function across pre sales activities, scheduling required resource and advising capacity for future project delivery
* To work closely and proactively with the commercial function to plan for the fulfillment of the sales pipeline, providing approximate lead times as required
* To plan capacity at least three months in advance from a headcount and commercial perspective, communicating utilisation gaps to the commercial & client delivery teams to enable them to utilise resource efficiently
* To ensure up to date timesheet data for all relevant employees in order to produce accurate reporting
* To administrate Synergist effectively, such as adding and removing users
* To improve methods of scheduling work and team utilisation to cover leave including annual leave and sickness

## KPIs and reporting

* To forecast and report on current and future capacity levels and requirements
* To report actual utilisation against capacity targets for each function
* To provide the Commercial director with accurate capacity reporting at the end of every month forecasting 3 months ahead
* To provide the Commercial director with accurate projected draw down revenue reports at the start, middle and end of every month
* To provide dashboard insights and analysis to functional heads
* To provide adhoc reports across the business as required

## Best practice and organisation

* To keep fully up-to-date with industry developments
* To identify, evaluate and share resources, tactics and techniques, freely sharing knowledge, insight, best practice and ideas across the agency
* To work closely with other core business functions to ensure they are kept up-to-speed with all relevant details to ensure a high quality and professional handover from business development
* To represent Fresh Egg at industry events when required and to represent the Company in a professional and knowledgeable manner

Key behaviours should be aligned to core values at all times.