

Intraday Analyst (Real Time Analyst)

Team Customer Service	Salary £36,081
Team responsibility No people management	Line manager Customer Service Manager

The job in a nutshell

This role contributes to the Beyond Housing strategic goal to provide reliable, quality services.

The Intraday Analyst is responsible for real time monitoring of the customer service teams to ensure optimal staffing, service level adherence and performance outcomes to ensure operational targets are met. This role will also identify variances and make live adjustments to schedules and workload routing of calls and digital channels to maintain efficiency and service goals, as well as producing forecasts around staffing levels and customer demand.

Duties and responsibilities

- Conduct real time monitoring of contact volumes, agent status, service levels and key performance indicators using WFM and telephony platforms
- Make operational adjustments such as breaks, lunches, training based on actual customer demand and staffing needs
- Alert leadership to any service level risk, performance anomalies or staffing shortages and recommend corrective actions
- Act as a main point of contact for real time issues including absenteeism, system outages or call spikes
- Provide regular reports on performance to highlight trends, issues and recommended actions/action taken
- Compare forecasted adherence with actual performance and escalate variances
- Use WFM Software and telephony dashboard to manage operations.

Version No	Revision Date	Reason for Revision	Job Evaluation Number
3	September 2026	Updated JD	

The above is not an exhaustive list of duties and the role holder will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

What you'll bring to the team/role

Skills, knowledge and experience

- Experience in a contact centre environment
- Experience in a real time or workforce planning role
- Knowledge of intraday reporting metrics and SLA management
- Understanding of contact centre KPI's
- Knowledge and experience of using WFM software and contact centre telephony platforms such as 8X8 and Verint but not limited to.
- Strong analytical and problem-solving skills
- Excellent verbal and written communication
- Experience of working in a fast-paced environment
- Proficient in excel and reporting tools

Competencies

- **Customer focus** - Considers customer needs, builds trusted relationships, drives service excellence, and leads improvements
- **Working together and communication** - Drives clear communication between teams, coaches' others, and builds a culture of respect
- **Takes ownership and delivers results** - Takes ownership for tasks, anticipates and mitigates risks, drives accountability, and builds a transparent, delivery-focused culture
- **Problem solving and continuous improvement** – solves problems, drives improvements, engages in continuous improvement across teams
- **Adaptable and flexible** - Anticipates and responds effectively to change, supporting others to adapt, learning quickly, and role-modelling flexibility
- **Risk Based thinking** - Proactively identifies and considers risks and opportunities, embeds risk-aware decision-making, coaches others in effective risk management, and strengthens organisational resilience.

Qualifications

- Good standard of education (NVQ Level2/GCSE's or equivalent) or relevant exempting experience is essential

It's a bonus if you also bring

- Knowledge and experience of the Housing Sector
- Knowledge and experience of using Verint and 8x8

NB: We are committed to supporting people who have a disability. If you have a disability, we will work with you to identify reasonable adjustments which may help you perform the role effectively, where appropriate