Sciensus

Job Title	Scheduling Analyst
Department	Clinical Logistics Business Optimisation
Job Family	Customer and Patient Services
Grade	5
Reports to	Resource Planning Lead
Geographical Scope	
Behavioural Competency Level	2

Sciensus Mission

To give patients control of their health through knowledge, choice, convenience, and connection.

Job Purpose

As a Scheduling Analyst you will be responsible for the effective translation of Patient forecast demand across all contact channels into detailed schedules published a minimum rolling six weeks in advance for all teams within Clinical Logistics.

Your Key Deliverables

• Scheduling
o Design and implement shift patterns and rotations that best meet Patient Demand
? Omni channel environment requiring a multi skilled and flexible approach to schedule design.
? Communicate clearly benefits of changes to stakeholders.
? Incorporate variable holiday allocation in line with seasonal variation in Patient demand.
o Maintain baseline rotations for all coordinators
? Remove any leavers
? Liaise with Ops managers to add new hire to the appropriate rotation at the appropriate point in their tenure
? Where change to rotation(s) is required, ensure 6 weeks notice is given to any affected Coordinators
? Ensure Resource Planning Administrator is advised of changes required including the starting date
o Schedule breaks for the week ahead, ensuring an even spread & reasonable match with shifts being worked.
o Schedule off-line activities for Coordinators (Town Halls, training, 1-2-1's, etc.) minimising impact on Patient experience and meeting necessary SLA's. Be prepared to push back on requests where impact is too great or notice is too short to plan mitigation
• Stakeholder engagement
o Ensure stakeholders are aware of staffing related performance risks & mitigations planned
o Work collaboratively with Ops Managers in designing Shift rotations
• Ad hoc reporting
o Support managers and coaches as required
• Support the implementation of new technologies within the Clinical Logistics environment

Regulatory Responsibilities

• Have knowledge and understanding of the principles and practice of Safeguarding, relevant to their role.

Required Skills, Experience and Behaviours

• A confident and engaging communicator able to communicate and influence at all levels
• An analytical thinker able to understand data with strong judgement skills allowing confident decision making, and the development of creative solutions responding in an iterative way to business & process changes.
• A high degree of attention to detail.
• Motivated and able to self-prioritize workloads
• Ability to manipulate data from various business systems.
• MS Office experience, Excel to at least intermediate level.
• Knowledge of Clinical Logistics processes and procedures preferred.

Qualifications Required for the Role

n/a

Last Reviewed: 12/12/2025