



New work, new you



We're looking for a Workforce Manager (Analytics & Insights)

(ALL GENDERS)

We all enjoy meeting people who are full of new ideas and always looking to improve themselves. And that's also true at Barclays – because we're not your typical bank. Just like you, we're full of energy and love forging new paths.

You can have a real impact at Barclays and help shape the company's future. Not only do you have the opportunity to develop your own skills, but you can also help your team progress and drive the company forward. Set your career free: we offer flexible working arrangements, the opportunity to change position and even assume leadership roles — no avenue is off limits. So, are you ready to take the next step? Start your new and exciting journey at Barclays.

What will you be doing

- Analyze internal and operations performance data to identify trends and/or patterns
- Identify and research potential contractual service level risks
- Identify development opportunities and process improvements and collaborates with relevant parties to implement
- Develop and implement escalation plans to limit financial and reputational challenges
- Recommend agent skilling and call routing improvements to Workforce Management and operations leaders
- Lead WFM meetings with operations senior leadership and serve as surrogate leader for management staff in meetings, projects and other applicable activities
- Participate in and lead projects related to Workforce Management functions
- Maintain a high level of awareness of call center processes, and procedures as well as industry best practices
- Act as a mentor and provides guidance, education and leadership to less-experienced colleagues

What we're looking for

- Bachelor's or Master's Degree in a technical field: Statistics, Finance, Economics or similar
- Extensive experience in Workforce Management in multi contact center environment
- Analytical experience with proven performance in decision making and problem solving
- Very good knowledge in Microsoft Office Programs
- Ability to manage relationships with internal and external stakeholders; strong communication and interpersonal skills including ability to analyze data, prepare presentations and recommendations supported by strong analytical and critical thinking skills
- Familiarity in the use of call center skilling and routing strategies/applications to support efficiency opportunities
- Tableau experience/ Advanced self-generated or MI based reporting via Tableau to aid in visualization of metrics
- Comprehensive knowledge in SAS using complex procedures and data mining techniques in a financial institution, call center, or similar industry
- Financial or advanced statistical modelling background: knowledge of advanced statistical methodologies
- Ability to foster a collaborative work environment
- Strong prioritization skills and exceptional problem solving skills

What Barclays is all about

People are at the heart of everything we do at Barclays — both our customers and our employees. Giving people the opportunity to realise their full potential is incredibly important to us. Each and every one of our employees helps shape and enrich our unique corporate culture. A creative and diverse team is precisely what makes our mission possible, which is to reinvent payments and finance and give people the freedom to live how they want. More than 1.5 million customers are already benefiting from our renowned credit cards, instalment loans and even our brand-new financing offer in partnership with Amazon. It's no surprise then that we're one of Germany's leading online banks with more than 700 colleagues in Hamburg.

What you can expect at Barclays:

- A competitive base salary
- A flexible budget to use at your discretion (including an HVV ProfiTicket for public transport, payments to employee savings schemes and other solutions)
- Significant employer contributions into a company pension scheme
- Company sports and fitness activities at special rates
- Bonuses on special occasions
- Up to 8 free tickets per season for the Barclays Arena
- 30 days leave (for a 5-day week)
- 2 work days available for community involvement, charity work or social outreach

Apply now

We're looking for colleagues who are bursting with new ideas and are also full of energy to put them into practice. If you're interested in joining our dynamic team and helping Barclays develop, we would love to meet you. Please send your application to karriereaussichten@barclays.de, complete with all required documentation (CV, certificates & references). Please also indicate your expected salary, earliest possible start date and include the following reference number: 028/2022.