



Job / Role Description

Job Title	Real Time Analyst	Grade	4
Version	Feb 2026 1		
Reporting To	Continuous Improvement Manager		
Department	Customer Services		
Location	Havant Head Office		
Purpose of role	<p>The purpose of the Real-Time Analyst is to ensure the contact centre operates efficiently by monitoring, analysing, and optimising real-time performance across all customer service channels. The role provides live oversight of staffing levels, call volumes, adherence, and service levels to support a smooth customer experience and maintain operational stability. By reacting quickly to changes in demand, adjusting schedules, and communicating with operational leaders, the Real-Time Analyst helps minimise customer wait times, reduce backlogs, and ensure teams are deployed effectively. The role acts as the central point for real-time decision-making, enabling the organisation to meet regulatory expectations, deliver consistent service to water customers, and support frontline teams in achieving performance targets.</p>		
Values and Behaviours	<p>We build success through a collaborative approach and by developing sustainable relationships. We will endeavour to provide a better service for both our internal and external customers and our colleagues. We will achieve this by following the Portsmouth Water core values of:</p> <p>Excellence - Putting the customer first. Ensuring we put our natural environment at the heart of our decision making. Pushing the boundaries on performance to deliver the best service. Empowering our people to be the best they can be.</p> <p>Integrity - Building trust through respect, honesty, and transparency. Being accountable and taking responsibility for our actions. Respecting confidentiality, protecting data. Fairness in all we do</p> <p>Future Focus - Deliver high-quality, resilient services in a changing world. Attracting and nurturing the workforce of the future. Make sustainable</p>		

decisions to transform the business for future generations. Co-create innovative solutions with customers, partners, and stakeholders.

Duties and responsibilities

Responsible for real time analysis across all lines. Analysing and assessing gaps in hours required to give adequate cover to answer calls and achieve service levels
Recommending changes to management, to achieve service levels on the hours being fielded (eg in-shift hour changes, overtime requirements etc)
Design, deliver and review a suite of accurate reports in collaboration with all interested stakeholders on a real time daily and ad-hoc basis, in line with operational needs
Monitor live call queues to ensure service levels, ASA, and abandon rates stay within targets
Track live call volumes, queue lengths, service levels, and wait times
Ensure staff follow their schedules for lunches, meetings, after call work and admin work
Track all admin and integrity check baskets and manage work loads looking at oldest dates and priorities
Maximise efficiencies balancing call volumes and admin work / integrity checks throughout the day
Respond to operational incidents like major leaks, planned maintenance etc ensuring all possible support from the business is used when required
Coordinate with operational teams to understand the scale of any events or impacts to call / ink volumes and adjust staffing or messaging as appropriate
Update IVR messages or queue announcements during emergencies to reduce unnecessary call volumes
Maintain real-time dashboards and trackers and ensure data accuracy

Person / Role Specification

Essential (E)
Desirable (D)

Great planning and organisational skills, with a track record of meeting deadlines
Prepared to challenge processes and working practices at all levels for the good of the business
Comfortable working in a fast-paced environment
Strong organisation, prioritisation, time management and multitasking abilities
Highly motivated individual with a positive attitude who can work with minimal guidance
Customer-focused mindset as well as being a problem solver
Good IT knowledge including call and workforce management software, Microsoft office skills and telephony systems
Great planning and organisational skills, with a track record of meeting deadlines

