

NHS PROPERTY SERVICES LTD

Job Description

Job title:	Senior Facilities Services Manager
Grade:	3
Type of role:	Permanent
Base:	Location flexible with an agreed office base
Travel requirements:	National, as reasonably required
Responsible to:	Principal Operations Manager (OPS001)
Accountable to:	Head of Operations
Managerially responsible for:	Facilities Services Managers Building Assurance Specialist Zone Health & Safety Specialist
Directorate:	Operations
Job reference:	OPS003
Last updated:	July 2018
Key relationships:	Principal Operations Manager Building Assurance Specialist Zone Health & Safety Specialist Technical Services Manager Frontline FM Service Delivery colleagues Property Management Finance

Job Summary

NHS Property Services Ltd is one of the largest property owners in the UK, with a £3 billion asset portfolio, some 4,000 properties, 3,000 employees and an annual income of over £700 million.

Established in April 2013, the company is a limited company but also part of the wider NHS family. Having inherited responsibility for the facilities and property management functions previously managed by NHS primary care trusts and strategic health authorities, we own and run

properties that range from listed buildings and former workhouses through to award-winning, state-of-the-art integrated health campuses.

Our aim is to deliver a fit for purpose estate in partnership with NHS organisations, generating cost efficiencies that will benefit our tenants, patients and the wider health economy.

Main purpose / scope of the role

The purpose of the Senior Facilities Services Manager role is to manage delivery of a sustainable, integrated facilities service across a defined geography for which they are responsible. The role has accountability for the effective delivery of facility services, Health & Safety management and minor works. The post-holder manages major customer relationships and leads a team of managers to deliver NHS Property Services (NHSPS) standards, ensures buildings are safe and compliance HSE policy is implemented, drives continuous service improvement, sustains a safe environment and improves customer experience.

Key responsibilities

Customer Management

- Represent the business in customer meetings to enhance reputation and foster an open and transparent approach to relationships.
- Manage relationships with customers, suppliers and their own team to deliver a clean, safe, and effective working environment for customers, visitors and colleagues.
- Be available to manage operational escalations outside of normal office hours.

People Management

- Direct and manage a team of managers to ensure services are delivered in-line with the Operations objectives and company policies.
- Develop, implement and manage a robust people management plan including recruitment, development and management to ensure a highly motivated and capable workforce is in place.
- Full responsibility for people management within area of responsibility.

Safety and Compliance

- Deliver a high quality, professional and robust safety and compliance management plan for the geographical area of responsibility.
- Ensure delivery of the safety and compliance management plan ensuring the principles of risk and hazard management are upheld.
- Monitor and review performance to ensure systems are effective through assurance and audit. Monitoring and measurement process owned by Technical Services and surveillance activities undertaken across the organisation.
- Take appropriate and timely action to control risks, escalate issues as required and promote positive Health and Safety behaviours to all stakeholders.
- Play a lead role in the management and control of incidents (e.g. business continuity, environmental impact) owning timely and appropriate communication across customers and NHSPS, including appropriate escalation.

- Demonstrating health & safety leadership behaviours to continually develop our Safety culture ensuring all our employees and those we serve go home safe every day.

Service Delivery

- Manage the delivery of NHSPS services to agreed standards, and use insightful analysis, performance metrics and business understanding to measure and manage delivery of service, team performance and suppliers.
- Support the development of national guidelines for service delivery.
- Develop and implement effective management strategies of suppliers, including the agreement, planning costs, timescale and quality of delivery.
- Create, convey and implement effective maintenance plans through the deployment of people, contractors, equipment, systems and materials.

Change Management

- Responsible for identifying customer and business needs and building robust cluster business cases to further enhance and improve service performance covering cost, colleague and customer impacts.
- Manage the evolution of service delivery through the development of change programmes, including planning, project monitoring, resource and supplier management.
- Actively engage with colleagues across the business, to identify occupancy efficiency within the estate and own the operational change.
- Respond to customer expectations and evolving FM Service needs.

Budget Management

- Support the Principal Operations Manager in the development of the zonal budget.
- Responsible for managing the cost profile for their property portfolio, including financial forecasting, budget setting, and engaging with finance and the wider zonal team.

Personal

- Identifies, manages and resolves complex customer service issues, driving service improvements and exercising good judgement.
- Acts as an ambassador for NHSPS influencing major clients and colleagues by involving them closely in the development of service improvement activity and keeping them informed of plans, progress and outcomes.
- Is mobile, enthusiastic, willing to travel, and required to be available and on call outside normal working hours, to manage incidents and escalations. See Emergency Preparedness & Response process, including deputisation actions and responsibilities.

Performance Culture

- Development of a performance focused culture that emphasises collaboration, accountability and compliance obligations.
- Acting in a way that is aligned to the values of NHS Property Services with personal integrity and is commercially solutions focussed.

Key Working Relationships

- The post holder will be required to build and maintain good working relationships with a broad range of internal and external stakeholders on a range of business sensitive issues.
- Lead as the expert; integrating systems and managing effective working relationships with the appropriate stakeholders.
- Drive and challenge each key working relationship to innovate and drive reform to achieve agreed objectives.
- Provide and receive highly complex, sensitive and contentious information, including presenting information about projects and dependencies to a wide range of internal and external stakeholders in formal settings.
- Manage potentially aggressive and/or antagonistic situations with staff and stakeholders within change programmes for successful outcomes.
- Deal with complex and conflicting subject matter issues and competing priorities.
- Nurtures key relationships with senior and high-profile individuals (internal and external) and responsible for the maintenance of networks.
- Link with managers and members of other initiatives to address inter-dependencies and ensure alignment.
- Employ effective communication, negotiation and influencing skills to enable effective change management with stakeholders at all levels (including senior management) who may hold differing and contentious views.
- Represent the company in sensitive and political situations, delivering difficult messages where required to high-level audiences.
- Effective stakeholder management across different departments and at all levels, maintaining relationships with key and high-profile stakeholders, such as key strategic regional and national policy makers.
- Ensure optimum engagement, securing appropriate buy in, support and understanding.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> ▪ Degree level or equivalent vocational/professional qualification or equivalent professional experience ▪ Post graduate business management qualification or equivalent professional development ▪ Evidence of commitment to professional development ▪ Where hard services, suitable and sufficient qualification(s) for safe and compliant delivery as outlined in the relevant Health Technical Memorandums 	<ul style="list-style-type: none"> ▪ Certified member of British Institute of Facilities Management ▪ Member or Fellow of the Royal Institute of Chartered Surveyors ▪ Chartered Member of the Institution Occupational Safety and Health. ▪ Holder of BIFM Level 3 qualification in Facilities Management
Knowledge	<ul style="list-style-type: none"> ▪ Understand the complexities of delivering an integrated facilities services solution, including current and future needs ▪ Knowledge of people management strategies ▪ An understanding of the full range of FM services and ability to execute service excellence across the services ▪ Fully conversant with all relevant legal and other requirements and their effective application including a sound knowledge of business standards, of our industry ▪ Knowledge of relevant technical guidance for soft and hard services in a healthcare environment ▪ Knowledge of limitations of competency and when to ask for competent support 	
Experience	<ul style="list-style-type: none"> ▪ Proven experience of implementing operations management systems and continual improvement ▪ Experience of leading a multi discipline team, giving purpose and clear direction and promoting teamwork to ensure high motivation and performance ▪ Experience in managing senior stakeholders 	<ul style="list-style-type: none"> ▪ Experience of Property Services and facilities management ▪ A working knowledge and understanding of NHS agenda ▪ Management of complex and geographically diverse operations

	<ul style="list-style-type: none"> ▪ Significant experience managing compliance and safety management activities ▪ Experience in delivering organisational change ▪ Financial awareness and budget management 	
<p>Skills</p>	<ul style="list-style-type: none"> ▪ Demonstrable ability to influence and build internal and external partnerships ▪ Ability to provide leadership ▪ Ability to work cohesively/collaboratively within Senior Management team ▪ Strong strategic, analytical, investigative and problem-solving skills ▪ Ability to engage effectively with senior stakeholders to develop effective working partnerships 	<ul style="list-style-type: none"> ▪ Awareness of social, political, financial, economic and wider business issues affecting all organisations, particularly the NHS
<p>Personal qualities/abilities</p>	<ul style="list-style-type: none"> ▪ Excellent abilities in performance measurement, analysis and reporting techniques and be able to present performance data to a wider business network ▪ Remains calm under pressure, with demonstrable patience and flexibility, coupled with evident enthusiasm and a passion for delivering service excellence ▪ Exhibits presence, tenacity, confidence, maturity and humility with a 'can do' attitude ▪ Excellent people management skills ▪ Diligent, with an eye for quality and attention to detail, acting with a sense of urgency to put things right for customers, colleagues and our wider business ▪ Willingness to embrace change and seek out opportunities and actively engage in implementation ▪ Sensitive to all operational improvement techniques ▪ Willingness to adapt and learn new skills ▪ Maintain CPD as appropriate. 	

Other requirements as applicable	<ul style="list-style-type: none">▪ Ability to travel to remote locations around the Zone and across England▪ Flexibility regarding travel, working hours and days▪ Car driver with full clean license▪ Be available to manage operational escalations outside of normal office hours	
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Property Services
