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**NHS PROPERTY SERVICES LTD****Job Description**

<b>Job title:</b>	Service Improvement Manager - Hard Services
<b>Level:</b>	4
<b>Type of role:</b>	Permanent
<b>Base:</b>	Location flexible with an agreed office base
<b>Travel requirements</b>	National
<b>Reports to:</b>	Head of Service Assurance
<b>Directorate:</b>	Operations

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

**Main purpose / scope of the role**

This role is responsible for the development and ongoing governance in relation to FM Hard Services for NHS Property Services nationally.

This role is the subject matter expert for the Hard Service provision including Capital Works, responsible for the definition, standardization, governance and implementation of best practice. The role holder will implement effective governance to ensure agreed performance standards are delivered nationally. The role holder will develop and implement an effective and robust auditing process to ensure standards are maintained working in collaboration with Head of Compliance, Head of Construction and Head of Technical Services. The role holder will proactively engage with key stakeholders nationally to ensure a standardised approach to Hard Services, the role holder will be the contact as a subject matter expert for queries and advice nationally.

## **Key Responsibilities**

### **Service Governance**

- Develop service standard operating procedures, plan and execute roll out
- Develop governance structure including customer facing service KPI's
- Responsible for identifying training needs
- Support Procurement and Vendor Management with contract negotiations as a SME
- Support FM Policy SME with business development opportunities

### **Service Improvement**

- Accountable for ensuring service procedures and policies are up to date and fit for purpose.
- Develop and deploy a range of operational improvement methodologies (Lean, 6 sigma) to drive operational improvement to deliver continual improvement in cost, quality and service improvement
- Analyse performance of areas Hard Services nationally reporting into Head of Service Assurance, Head of Compliance, Regional Heads of Operations, Head of Construction and Head of Technical Services
- Develop a range of options to address performance short-falls, based on detailed analysis and professional judgement.
- Develop 'communities of best practise' to drive continuous improvement and the sharing of best practice for each service line
- Continuously work with industry bodies and experts to stay abreast of best practice and innovation, and implement that into service propositions
- Execute specific improvement intervention activity where required
- Provide leadership, coaching and expertise to senior managers to ensure robust operational improvement plans are in place and delivered
- Ensure effective operational improvement tools and methodologies are understood and applied (e.g. the principles of 'Root Cause Analysis', 'Just in Time')
- Provide technical advice, expertise as and when required to Operations and Operational Heads of

## About You

You will be a passionate, professional within the Hard Service sector. You will have expert knowledge of Hard Services both within Healthcare and Commercial sectors. You will have experience in delivering large change projects across a complex environment, a proven knowledge of industry standards. Experience in developing governance and performance processes/systems.

An able communicator, experience in stakeholder management up to COO level. A proven track record of leading improvement programmes across a large portfolio. This SME role requires an individual who is an expert at stakeholder management.

## Person Specification

	Essential	Desirable
Qualifications		
Knowledge		
Experience		
Skills		

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<b>Personal qualities/abilities</b>		
<b>Other requirements as applicable</b>		