

NHS PROPERTY SERVICES LTD

Job Description

Job title:	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:	Senior Facilities Services Manager (OPS003)
Accountable to:	Principal Operations Manager (OPS001)
Managerially responsible for:	Frontline FM Service Delivery colleagues
Directorate:	Operations
Key relationships:	Senior Facilities Services Manager Building Assurance Specialist Zone Health & Safety Specialist Technical Services Manager Frontline FM Service Delivery colleagues

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

The purpose of the Facilities Services Manager role is to deliver a sustainable, integrated

facilities service across a defined geography for which they are responsible. Being the customers key point of contact and leading a team to deliver NHSPS service standards, maintain safety excellence and a secure workplace, drive continuous service improvement, sustain a safe environment and improve customer experience.

Key responsibilities

Customers Management

- Build and manage the local day to day relationship with customers to ensure services are delivered to agreed standards.
- Act as the 'single point of contact' for allocated buildings, managing escalations from customers, suppliers and colleagues to ensure a seamless service delivery.
- Responsible for a range of policy implementations and service development, in support of the Senior Facilities Services Manager.
- Be on-call to manage escalated incidents.

Service Delivery

- Manages the local delivery of NHS Property Services (NHSPS) to agreed standards to ensure NHSPS is seen as a trusted partner
- When delivering Hard FM services, and when appropriately appointed, act as the Authorised Persons and / or Responsible Person in accordance with delivery requirements
- Actively monitor and manage the performance of contracted services to ensure service delivery is effective
- Interpretation and application of zonal guidelines to local operating circumstances
- Effective management of NHSPS local suppliers
- Implement effective Maintenance Plans through the deployment of people, contractors, equipment, systems and materials
- Manage and control incidents (e.g. business continuity, environmental impact) owning timely and appropriate communication through to Senior Facilities Services Manager. Producing effective Property Incident Reports and managing associated actions through to completion. See Emergency Preparedness & Response process, and Incident Investigation process

Change Management

- Responsible for carrying out projectwork as directed by the Senior Facilities Services Manager in order to contribute to the development and improvement of local services
- Manage the improvement of service delivery through the implementation of local change programmes

People Management

- In conjunction with HR and the Senior Facilities Services Manager implement effective people management and development plans for frontline delivery colleagues (e.g. Facilities Co-ordinators, Hard FM trades, Domestic Cleaners) to ensure the operation is resourced with talented, motivated colleagues who meet service delivery requirements

- Manage the skills profile, training and competency framework of frontline colleagues
- Instil a culture of continuous improvement within in-house team to ensure the effectiveness and efficiency of service delivery

Safety and Compliance

- Monitor Safety performance of work activities under their control, and take appropriate and timely action to control risks, escalate issues as required and promote positive safety behaviours to all stakeholders
- Effectively manage building compliance activity for the building responsible for, ensuring inspections and remedial activity takes place in line with company policies and standards.
- Demonstrating Health & Safety leadership behaviours to continually develop our Safety culture ensuring all our employees and those we serve go home safe every day.

Budget Management

- Responsible for authorising expenditure against an allocated and agreed budget.
- Responsible for managing the cost profile for their property portfolio, including financial forecasting, budget setting, and engaging with finance and the wider team

Personal

- Motivates, enthuses, inspires and empowers team to deliver service excellence
- Identifies, own and resolve local customer service issues, driving service improvements and exercising good judgement
- Is mobile, enthusiastic, willing to travel, and required to be available and on call outside normal working hours, to manage incidents and escalations

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; 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 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 colleagues and stakeholders within change programmes for successful outcomes.

- Deal with complex and conflicting subject matter problems in day to day work load in workshops, meetings, one on one communications and other events, comprising various parts of the business.
- Employ effective communication and influencing skills to enable an effective change management with stakeholders at all levels who may hold differing and contentious views.
- Ensure optimum engagement, securing appropriate buy in, support and understanding from stakeholders

Person Specification

	Essential	Desirable
Qualifications	▪ 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 Memorandum	▪ Member of British Institute of Facilities Management ▪ Member or Fellow of the Royal Institute of Chartered Surveyors ▪ Holder of BIFM Level 3 qualification in Facilities Management
Knowledge	▪ Understand the complexities of delivering an integrated facilities services solution, including current and future needs ▪ Specialist knowledge of Facilities Management Services ▪ A sound knowledge of the business standards, statutory and regulatory requirements ▪ 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	▪ Experience of leading a multi discipline team, giving purpose and clear direction and promoting teamwork to ensure high motivation and performance ▪ Experience of managing customers and clients ▪ Experience of ensuring safe and	▪ Experience of Property Services ▪ A working knowledge and understanding of NHS agenda ▪ Management of complex and geographically diverse operations

	Essential	Desirable
	compliant facilities management standards are delivered ▪ Demonstrable experience of organisational change ▪ Demonstrable experience of leading an in-house delivery team and contractors ▪ Significant experience in managing delivery across multiple sites and multiple services ▪ Experience of budget setting and financial management	
Skills	▪ Excellent written and verbal presentation and communication skills ▪ Demonstrable ability to influence and build internal and external partnerships ▪ Influencing skills ▪ Strong analytical, investigative and problem-solving skills ▪ Ability to work under pressure, and consistently deliver against tight and competing deadlines and offer practical solutions ▪ Demonstrable ability to deliver value for money service that meets customer needs	▪ Awareness of social, political, financial, economic and wider business issues affecting all organisations, particularly the NHS
Personal qualities/abilities	▪ Highly effective at meeting customer needs ▪ Flexible and prepared to take on new tasks as the job develops over time ▪ Sensitive to all operational improvement techniques ▪ Competent in performance measurement, analysis and reporting techniques and present information to a wider business network ▪ Remain calm under pressure, with demonstrable patience and flexibility, coupled with evident enthusiasm and a passion for delivering service excellence ▪ Exhibit presence, tenacity, confidence, maturity and humility with a 'can do' attitude	

	Essential	Desirable
	▪ 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	
Other requirements as applicable	▪ 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	