
NHS PROPERTY SERVICES LTD Job Description

Job title:	Policy & Process Advisor
Grade:	3
Type of role:	Permanent
Base:	Houghton Primary Care Centre, Brinkburn Crescent, DH4 5GU
Travel requirements:	Limited to travel to zones
Responsible to:	Principal Policy & Portfolio Manager
Directorate:	Asset Management
Job reference:	PPA_AM

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 through to award-winning, state-of-the-art integrated health campuses.

Our aim is to deliver outstanding quality across our estate in partnership with NHS organisations, generating cost efficiencies that will benefit our tenants, patients and the wider health economy.

The Asset Management team is one of the two main functions of NHS Property Services. The team includes several individual functions including Evaluation & Analytics, Investment Management, Legal Services, National Office Programme, Property Development, Property Management, Portfolio Optimisation and Strategic Asset Management.

The Property Management Team is primarily a customer facing team, managing all day to day aspects of our customers' property occupations. The team aligns to a regional zonal structure adopted by NHS Property Services with support from four national teams - the Leasing Team, Policy & Portfolio Team, Data Management Team and Vacant Space Team.

The team's activities include customer engagement, occupancy regularisation (to convert occupiers to a formal contract or informal occupancy agreement), managing sub-lease and head-lease events across the property portfolio, taking accountability for property data in the portfolio, and liaising with Clinical Commissioning Groups, NHS stakeholders and internal NHSPS teams.

The Policy and Portfolio Team works across Property Management and the wider NHSPS business and are responsible for:

- ✦ The development and implementation of policies, processes and best practice methodologies to improve business performance.
- ✦ The provision of a client orientated AutoCAD service to the Property Management function and the wider NHSPS business.
- ✦ The identification, procurement and management of national contracts that support the efficient and effective delivery of Property Management services across regional zones.
- ✦ The governance of Asset Management data integrity which supports core business activities.

Purpose and scope of the role

The primary purpose of the Policy & Process Advisor is to support the Principal Policy & Portfolio Manager to develop and maintain, robust Asset Management policies, consistent end to end processes and best practice methodologies to drive forward business performance improvements to deliver an efficient cost-effective portfolio that supports the needs of the NHS.

The role will reside in the North East, but regular engagement is required with the 8 zonal property management teams (South East, South West, London, Midlands, East, North East, North Central and North West) to ensure policies, processes and programme activity is practical and implementable.

The role holder will be responsible for:

- ✦ Maintaining existing policy papers ensuring they are adhered to by the asset management teams. This will require annual reviews of the policies to ensure they remain relevant.
- ✦ Developing policies, processes and best practice guides in relation to asset management activities including policies to inform and govern complex letting and charging protocols for occupied space, liaising internally with NHSPS, with the Department of Health and Social Care, NHS England, NHS Improvement and the wider Customer base as necessary
- ✦ Undertaking regular visits to zones to ensure policies and processes are understood and implemented. This will include regular zone engagement and training.
- ✦ Developing and maintaining an operating manual for the property management function to provide clarity on the processes to be followed for key activities. This is an essential task for the role and must be developed in conjunction with the wider property management team.
- ✦ Developing, collating and modifying process maps that support the operating manual.
- ✦ Working with the wider NHSPS functions including Finance, Customer Services and Communications, Operations and Technology Services to develop process dependencies and identify wider process requirements to improve company performance.
- ✦ Reviewing processes with process owners on an annual cycle to ensure they remain relevant and aligned with property management activities and wider asset management activities.
- ✦ Acting as a process ambassador ensuring staff understand the importance of consistent approaches.
- ✦ Acting as an ambassador of a data-driven function and helping drive a culture that promotes the highest quality of data.

- ✦ Leading the generation and development of innovative ideas to improve Customer interactions.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Degree level educated. 	<ul style="list-style-type: none"> Real Estate Qualification.
Knowledge and experience	<ul style="list-style-type: none"> Real Estate experience. Process mapping experience. Policy/best practice document development and implementation. Project Management experience Advanced Excel. 	<ul style="list-style-type: none"> Public sector experience. Familiar with SharePoint.
Skills	<ul style="list-style-type: none"> Excellent report writing skills to an advanced level. Effective communicator. High level of attention to detail and accuracy in written work. Data and process driven. Policy development and implementation skills. Excellent Project and Programme Management skills. Microsoft Project Management experience 	<ul style="list-style-type: none"> Advanced MS Visio / other process management software trained. Business and Financial Management skills.
Personal qualities/abilities	<ul style="list-style-type: none"> Interest in policy and process development and management. Ability to manage time and workload effectively, prioritising and delivering outputs to agreed deadlines. Solutions focussed, a 'can do' attitude. Task focussed. Ability to work on own initiative without direct supervision. Ability to work on a varied workload. Desire to work in a change environment. To actively interact, engage and collaborate with colleagues and other stakeholders. Strong team ethos / active team player. Customer focussed. Tenacious and diligent. Ability to influence effectively. Confident, hardworking and committed. 	