

NHS PROPERTY SERVICES LTD

Job Description

Job title:	Service Assurance Manager - Hard Services
Level:	4
Type of role:	Permanent
Base:	Location flexible with an agreed office base
Travel requirements	National
Reports to:	Principal Service Assurance Manager
Directorate:	FM Strategy and Service Assurance

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 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 the relevant Heads of functions including 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. The role holder will provide expertise to the entire nationally owned and leased NHSPS estate.

Key Responsibilities

Service Governance

- Develop service standard operating procedures, guidance and forms and implement across the business
- Develop governance structures including customer facing Service Level Agreements and Key Performance Indicators (KPI's)
- Responsible for identifying training needs of internal colleagues and supporting their development
- Support Procurement and Vendor Management with contract negotiations as an SME
- Support with business development opportunities

Service Assurance

- 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 Hard Service delivery nationally reporting into the relevant heads of functions including Principal Service Assurance Manager, 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 practice' to drive continuous improvement and the sharing of best practice
- 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 functions
- Undertake any other duties requested by management, commensurate with the job grade