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

<b>Job title:</b>	HR Business Partner
<b>Level:</b>	Level 3
<b>Type of role:</b>	Fixed Term Contract
<b>Base:</b>	Regent House, Stockport
<b>Travel requirements:</b>	Occasional travel to London
<b>Responsible to:</b>	Head of HR Asset Management & Corporate
<b>Directorate:</b>	Human Resources

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 is an exciting role for an HR Business Partner with previous call centre experience to deliver a transformational people agenda in the Asset Management & Corporate functions of a fast-moving national commercial company, which provides Property and facilities services to the varied NHS estate.

The business is going through a busy time with various transformation projects which makes this a busy and varied role where you will have the opportunity to make a real impact and add value. You will work closely with business leaders and HR colleagues to drive improvements and improve performance.

## Key Responsibilities

- Support of the FM Helpdesk, Customer Services Centre and Accounts Payable teams with all employee relations matters;
- Working in partnership with key internal stakeholders to drive high performance in our Stockport Hub;
- Work with colleagues to further develop and roll out the solutions and customer focused strategy and culture;
- Work alongside the Learning & Development team to support the development of people capability, coaching to equip them with the knowledge and skills to manage teams;
- Continuing to professionalise all functions through targeted L&D solutions;
- Working with functional leads to develop people plans, including talent and succession planning, ensuring they are within established headcount and budget controls;
- Responsibility for ensuring our people understand their roles as part of our Vision, Values and performance management framework;
- Working with Hiring Managers and the Resourcing Business Partners to recruit key hires into the business;

## Essential skills and experience:

- Strong experience of driving performance and managing teams within a call centre
- Expertise in embedding values and behaviours and customer excellence principles in a call centre
- Strong experience of dealing with complex ER cases
- Experience of dealing with complex sickness absence and health and wellbeing strategies
- Proven experience of delivering effective strategies which deliver the required outcomes
- Expertise in leading teams to deliver significant change programmes.
- Experience of implementing a range of succession planning and talent management initiatives in a call centre
- Be an excellent communicator, be able to engage and influence stakeholders at all levels
- Ability to operate under pressure, juggle priorities and to deal with multiple often competing requests
- Strong team working and leadership skills and the ability to influence others
- Degree level education or equivalent through relevant training and experience
- CIPD qualified