

NHS PROPERTY SERVICES LTD

Job Description

Job title:	Hard / Soft FM Mobilisation Manager
Level:	3
Type of role:	12 month FTC
Base:	North
Travel requirements:	Regular travel within defined area
Reports to:	Head of Operations – North
Directorate:	Operations and FM Delivery Programme (Ripon)
Job reference:	Operational Readiness Work stream

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 role requires to lead the development of FM service solutions and mobilisation of services of large-scale projects within strict deadlines alongside the Operations teams with guidance and oversight from the central Project and Service Assurance teams. The role will report to a Head of Operations.

The role will be focussed on managing and coordinating the transition of Hard and Soft FM services to NHS Property Services and ensure the Operational teams are sufficiently prepared and supported throughout the transition process. Therefore, experience within Healthcare cleaning, catering and mechanical and electrical services is essential as a minimum. In example, cleaning could cover Clinical GPs, outpatients or inpatients including domestic cleaning, spillages, curtains, linen and laundry etc. Catering could cover serving food to patients in wards, retail services and market testing of food suppliers. Mechanical and electrical (M&E) services could cover emergency lighting, fire alarm testing etc.

Key Responsibilities

Specific responsibilities may include the following:

Who..

- Actively liaising with all levels within operations, project team and workstream leads

What and how...

- Obtaining information to form the business cases
- Take a lead role in the mobilisation of Hard and Soft FM services and coordinating actions during mobilisation.
- Monitoring and updating progress against project plans by liaising with Principal Operations Managers to ensure the plan remains on track.
- Identify, assess and manage risks to the success of the project. Escalating issues of concern to the Project / Programme Manager
- Attend project meetings and provide progress updates.
- Recording progress in line with service assurance governance framework.
- Adhere to NHS Property Services processes and policies in any and all tasks particularly in the area of key work stream deliverables.
- Ability to distribute, collate and analyse cleaning, catering, and M&E FM data and then to develop operational solutions that will work for our customers.
- Build Hard and Soft FM cost models with the support of finance.
- Uploading and maintaining cleaning, catering, and M&E models into the project files.
- Responsible for the transition into an operational state including handover to operations team.
- Ensuring that relationships are pro-actively built with Operational colleagues and functional support teams to ensure one approach to developing solutions and a smooth transition upon handover.
- Proactively seek for improvements in processes, methods and tools in addition to lessons learnt.
- Coordinate and manage the workflow of the administrative support function in order to achieve the work stream deliverables.
- Any other duties as requested by Operational Management/Work Stream Leads relevant to the team work stream output as required.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated A Level standard and ideally educated to degree level or equivalent level not essential. 	
Knowledge	<ul style="list-style-type: none"> Excellent analytic, problem solving and process mapping skills Proficient user of Microsoft Office Developing cost models to formulate cost assumptions and actuals into investment cases for individual contracts with support of finance. 	<ul style="list-style-type: none"> NHS FM standards and guidance Knowledge of Hard (Mechanical & Electrical) and Soft (Cleaning and Catering) Facilities Management Services
Experience	<ul style="list-style-type: none"> Demonstrable experience of working in a project environment Experience of working on projects with high volumes of data / multi sites Soft FM facilities services - Experience of working within Healthcare Cleaning and Catering as a minimum. Experience of market testing of suppliers and self-delivery. 	<ul style="list-style-type: none"> Some experience of operational service delivery, particularly in a Soft FM Healthcare environment would be beneficial and desirable.
Skills	<ul style="list-style-type: none"> Strong analyst who can trouble shoot and make independent decisions Excellent communication skills at all levels, particularly with key stakeholders Highly self-organised Excellent time management IT literate including Excel and Access Excellent written and verbal communications 	<ul style="list-style-type: none"> Smartsheet experience

Personal qualities/abilities	<ul style="list-style-type: none">• Energetic, enthusiastic and proactive and high degree of initiative• Diligent• Ability to prioritise work and work to tight deadlines• Team player with an ability to work autonomously• Professional awareness/empathy• Excellent organisation and administration skills	
Other requirements as applicable		