

NHS PROPERTY SERVICES LTD

Job Description

Job title:	Open Space Manager
Level/Tier:	4
Type of role:	Permanent
Base:	Stockport
Responsible to:	Principal Strategic Asset Manager (Open Space Programme Owner)
Directorate:	Asset Management
Key relationships:	NHS Programme Director NHS Open Space Project Team CSC Asset Management Facilities Management Stakeholders Clients

Company and NHS Open Space

NHS Property Services Ltd (NHSPS) is one of the largest property owners in the UK, with a £3 billion asset portfolio, some 4,000 properties, 3,000 employees and an annual income of over £700 million.

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.

In April 2019, NHSPS launch NHS Open Space, a new business model to enable services to flexibly access space and deliver much needed services within the local communities. This has been achieved through the provision of a user-friendly booking system and best practice onsite experience.

Users are now able to book clinical and non-clinical space, such as examination rooms, group or meetings rooms, on an hourly, sessional or daily basis.

Initially launched at 20 properties, NHSPS intends to rollout NHS Open Space into its wider portfolio.

Main purpose/ scope of the role

The Open Space Manager will establish and grow a team to manage the day to day activities of the business. They will assist with and implement the Open Space strategy, as well as undertake and maintain process improvement and risk management. A proactive role, the successful applicant will seek to enhance internal and external stakeholder relationships and assist in the future expansion and development of the Open Space offering.

Key Responsibilities

- Initially managing a team of 3, to undertake full management duties including day-to-day management and regular performance reviews in line with agreed targets.
- Grow and development the team in line with the onboarding of NHS Open Space to additional properties.
- Assist with and implement wider Open Space strategy with Programme Owner and Programme Director.
- Create, implement, maintain and document best practice processes and procedures.
- Manage all aspects of the day-to-day activities for NHS Open Space, including:
 - Management and vetting of all new client registrations
 - Management of all user / stakeholder calls, registrations, and complaints. This includes, but is not restricted to registrations, booking management, finance, onsite and service provision.
 - Ownership for follow up and chasing outstanding payments from clients.
 - Manage and maintain all user and stakeholder cases and ensure resolution is achieved within customer targets.
- Onsite Operation model:
 - Ensure onsite operational models adhere to best practice guidelines.
 - Management the monitoring of onsite usage, providing regular reports
 - Ensure onsite squatting is kept below agreed targets
- Property and Room Management:
 - Manage the onboarding and offloading of process for rooms and properties.
 - Room/property data management (with support from BA's)
 - Ownership of all launch property communications with support from Marketing
- Reporting:
 - Creation and presentation of periodic and regular service reports, trends, and metrics.
 - KPI reporting across various metrics.
 - Weekly/monthly project updates with Open Space team.
 - Weekly, monthly and adhoc reporting to the Programme Owner, Steerco, and senior management.
- Ownership of Open Space CSAT score, ensuring company targets are maintained
- Liaise with tech work stream and make sure the Open Space BAU team is fully trained and educated on the Open space platform and all BAU process

Person Specification

	Essential	Desirable
Qualifications	Degree level education	ITIL foundation
Knowledge	<p>A deep knowledge & understanding customer support</p> <p>Broad knowledge of best practice business support processes and controls.</p>	Some NHS experience
Experience	<p>Management of a business line or division</p> <p>Demonstrable extensive experience of client facing system support team operations and ecommerce platform.</p> <p>Online banking platform administration and management including BACS.</p> <p>Leading a Team</p>	<p>Qube</p> <p>Horizon</p> <p>ERP system.</p>
Skills	<p>Advanced Microsoft Office skillset.</p> <p>Strong people and communication skills</p> <p>Attention to detail</p>	
Personal qualities/abilities	<p>Positive professional can do attitude</p> <p>Team player</p> <p>Confident communicator</p> <p>Flexible and Adaptable</p> <p>Customer and delivery focussed</p>	

Other requirements as applicable	Commitment to support the delivery of the Company's strategic goals	
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