

NHS PROPERTY SERVICES LTD

Job Description

Job title:	Open Space - Facilities Support Assistant
Level:	Level 1-2
Type of role:	Permanent
Base:	Stockport
Travel requirements:	As required
Responsible to:	Open Space Team Lead Open Space FM Lead Open Space PM Open Space Onboarding PM
Directorate:	Asset management

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

Support the delivery of FM services within NHS Open Space premises in line with policies and procedures and as detailed in work schedules.

Lead on specific aspects of day to day facilities services within agreed financial framework and drive quality and performance standards to provide customer focused cost effective and efficient facilities support service.

Key Responsibilities

1. Through day to day planning and co-ordination manage the provision of facilities services within NHS Property Services premises to ensure maintenance of service levels.
2. Liaise with onsite FM staff and helpdesk to provide a safe and clean environment for patient care in accordance with health & safety and compliance requirements, "NHS National Specification of Cleaning Standards", Control of Substances Hazardous to Health (COSHH), Patient Led Assessments of the Care Environment (PLACE) and NHS Property Services policies and procedures.
3. Liaise and effectively communicate with tenants, site representatives and staff in order to update any changes and additions to policies, procedures and systems, which will ensure the effective delivery of facilities to staff and visitors, including business continuity plans within NHS Property Services properties.
4. First point of contact for all FM related enquires and complaints escalations, and when required to escalate to management team.
5. Proactively monitor, evaluate and audit the Open Space service provision within NHS Property Services properties to ensure a high standard is maintained.
6. To manage a program of regular inspections and checks, such as cleaning audits, within your portfolio of premises and where required to undertake corrective/remedial action to meet minimum organisational standards. To report recommendations and actions to line manager where required, identifying risks and mitigation.
7. Support colleagues to ensure NHS Open Space premises are meeting all statutory compliance regulations. To continuously monitor and review Open Space compliance in line with policies and procedures.
8. Co-ordinate access and manage contractors (permits to work) on site and notifying contract manager when work has been completed
9. Report any customer related issues via the Customer Support Centre (CSC)
10. Act as the key day-to-day contact for the function, liaising with occupants eliciting their co-operation or informing them as Point of Contact for works, activities and developments.
11. Use performance management techniques to monitor and demonstrate achievement of agreed service levels and to lead on improvement.
16. Identify challenging situations and resolve a range of problems, setting up new processes and ways of working in order to meet clients' satisfaction and required standards.
17. Respond appropriately to emergencies or urgent issues as they arise.
18. Demonstrate a culture of commercial focus and continuous improvement within inhouse teams and contract management to improve the effectiveness and efficiency of service delivery and ensure value for money.

19. Ensure work is prioritised and delivered in a timely manner.
21. Schedule and attend meetings, including those with partner organisations and contractors, and take formal minutes when required.
22. Establish and maintain communication with other departments and external contractors for routine and daily matters with an appropriate level of understanding.
23. Monitor/ review site expenditure against allocated budget and bring to the attention of the relevant manager any positive/negative variances. Authorised signatory for ordering and timesheets.
24. Liaise with service users to plan and co-ordinate service requirements, providing professional advice and information.
25. To identify risks within the working area using initiative to take the necessary action developing risk assessments and reporting through appropriate mechanisms.
26. Support new and inexperienced members of staff to be familiar with local environment, policies and procedures.
27. To keep an asset register for all open space equipment, to ensure that it is in working order at all times, liaising with the relevant department when required
28. Contribute to the preparation of formal reports, documents and presentations as required.
29. This job description is a summary of the key tasks and the post holder may be required to undertake other appropriate duties or responsibilities required by the line manager and commensurate with the post

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Educated to NVQ level 3, City & Guilds certification, BTEC in a relevant subject areas or equivalent level of knowledge. 	<ul style="list-style-type: none"> Educated to degree level or equivalent. IOSH Managing Safety qualification
Knowledge	<ul style="list-style-type: none"> Understand the application of the National Standards of Cleanliness. Experience of undertaking/managing audits Understand the principles of an appointment system and delivery of its operation. Proficient IT skills to include systems and software programmes such as Outlook, Excel, Word, PowerPoint and Access. 	<ul style="list-style-type: none"> where applicable.

	<ul style="list-style-type: none"> • Knowledge and understanding of confidentiality and the Data Protection Act. • Knowledge of facilities management • Customer care experience. • Dealing with challenging behaviour. • Health and safety. • IOSH Working Safety or equivalent, moving and handling, COSHH, Risk Assessments • Experience of the application of National Food Safety Standards 	
Experience	<ul style="list-style-type: none"> • Proven line management experience in operational services staff • Experience of dealing with the public and dealing with sensitive and confidential information. • Experience of working in a customer focused environment. • Experience of managing third party providers • Experience of managing a budget/financial resources • Able to work as part of a team but also capable of working without direct supervision. 	
Skills	<ul style="list-style-type: none"> • Good written and verbal communication skills to Level B1 of the Common European Framework of reference for Languages. • Good customer care skills. • Capable of constructing and delivering clear information and instruction to staff and service users. 	

Personal qualities/abilities	<ul style="list-style-type: none"> • Ability to multi-task. • Ability to recognise and manage challenging situations in a calm and professional manner. • Effective team worker. • Able to plan, organise, prioritise and coordinate work effectively using own initiative, in order to meet deadlines. • Able to complete, analyse and interpret relevant information and records. • Able to undertake complex and multifaceted tasks on a frequent basis. • Ability to provide, present and explain information. • Proven problem solving abilities 	
Other requirements as applicable	<ul style="list-style-type: none"> • Willing to work flexible hours when the need arises. • Ability to maintain confidentiality and trust. • Professional, calm and efficient manner. • Commitment to continuing professional development. • Positive and flexible approach to work. • Ability to travel between multiple sites as the role requires 	