
NHS PROPERTY SERVICES LTD

Job Description

Job title:	Operational Support Manager
Level:	3
Type of role:	Permanent
Travel requirements:	Regular travel within England
Responsible to:	Heads of Operations
Directorate:	Operations

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

Our business is searching for an experienced and self-driven Operational Support Manager. The Operational Support Manager will work directly with our Heads of Operations in the North and South of England and will be responsible for performing a number of customer focused, project related and administrative duties. The ideal candidate is a highly motivated self-starter with a professional demeanour, capable of managing their workload and prioritising tasks in a fast-paced environment. This is an excellent opportunity to join a growing organisation with a competitive salary and future career development opportunities.

This role will reside in one of our Zone hubs but regular travel within England is required to engage business colleagues and key stakeholders.

Key Responsibilities**Key Responsibilities:**

- Extensive project management
- A credible representative for the Heads of Operations including delegated authority to approve spend, purchase orders, annual leave and expenses
- Liaise with key customers, business partners and key stakeholders including supporting the successful resolution of complaints
- Communicate with heads of function and senior managers, maintaining strong working relationships with other relevant departments
- Prepare internal and external documents for team members and key stakeholders including monthly reports
- Schedule and chair meetings, prepare agendas, perform research for meetings and keep records of actions and follow up activity
- Coordinate communications, including taking calls, responding to emails and letters
- Organise management events
- Maintain a presence on social media
- Manage diaries and travel itineraries where required
- Solve simple IT problems and liaise with the IT department when necessary
- Maintain an organised filing system of electronic documents
- Uphold a strict level of confidentiality

Essential skills and experience:

- Minimum of 4+ years of experience as an Operational Support Manager or similar, reporting directly to senior management
- Happy working alone and as part of a team
- Strong organisational, project management and problem-solving skills with impeccable multi-tasking abilities
- Comfortable coaching others with obvious leadership capability
- Exceptional interpersonal skills, capable of influencing at all levels of the organisation
- Confident facilitating meetings for a range of stakeholders, capable of creating and delivering engaging presentations and participating in webinars
- Positively embraces and leads change, acting as a role model to others
- Advanced Microsoft Office skills with an ability to become familiar with firm-specific programs and software
- Proficiency in collaboration and delegation of duties
- Attention to detail
- Tenacious and resilient in the face of conflicting demands
- Friendly and professional demeanour

