
NHS PROPERTY SERVICES LTD

Job Description

Job title:	Vacant Space Manager
Level:	3
Type of role:	Permanent
Base:	London
Travel requirements	Limited travel to zones
Reports to:	Principal Vacant Space Manager
Directorate:	Asset Management
Reference:	PS6.1.8.11.1

About the role

The primary purpose of the Vacant Space Manager role is to support the Principal Vacant Space Manager to implement and manage the vacant space in the NHS Property Services portfolio to driving more efficient use of property, managing future vacant space risk and reducing the overall cost of the vacant space portfolio.

The role will reside in London but regular engagement is required with the 8 zone property management teams (South East, South West, London, Midlands, East, North East, North Central and North West) to ensure the vacant space handback scheme is understood and implemented effectively.

The role will be responsible for:

- Assisting the Principal Vacant Space Manager in the management of existing processes which set out the entire end to end management of the Vacant Property Handback Scheme
- Monitoring the dedicated NHS PS email site vacantspace@property.nhs.uk to ensure all validly served Notices are immediately acted upon
- Preparing and maintaining the end to end Vacant Property Handback tracker, which accurately records each step of the assessment process and the owner within the business that has been tasked to execute the agreed strategy

- Liaising with Senior Property Managers across the country regarding the management and disposal of vacant space to ensure that the required due diligence is undertaken to understand the disposal or letting feasibility. This will include, but not limited to:
 - Ensuring all requisite works as part of an acceptance have been executed, including any conditions of acceptance
 - Ensuring (with Finance) debt positions are clear and exit payments received
 - Ensuring the FM provision has been switched over to caretaker mode
 - Ensuring the property has been left clean tidy and secure, and/or dilapidations works undertaken
 - Ensuring the notification to utilities companies, insurers etc
 - Ensuring wider internal communications on the vacation to the operational teams and finance
 - Ensuring updates to our data systems by way of a Data Change Notice ('DCN').

- Attending where required, on behalf of the Principal Vacant Property Manager, zonal operational meetings throughout the business to ensure the vacant property processes are understood and effectively execute

- Maintaining trackers in connection with the reporting of all vacant property performance against budget. This will include, but not limited to:
 - Metrics in respect of total vacant freehold and leasehold space vacated by month Tracking lettings activity and sale activities by month
 - Tracking leasehold void cost drag versus the budgeted assumptions overlaid with the compensation payment received.
 - Tracking freehold void costs up to sale, overlaid with proceeds and compensation payment received
 - Tracking week by week how the vacant property business performs in terms of compensation payment and net sale proceeds received versus leasehold and freehold vacant property costs paid out.

- To have knowledge of and be aware of market factors around vacant space across all zones and having a general knowledge of the real estate market, vacancy rates, market development and letting trends. This includes understanding the Health sector in relation to real estate and being knowledgeable on government schemes that impact vacant space

- Accessing and using wider NHS and government databases for the benefit of vacant space mitigation opportunities

- Working closely with the Strategic Estates Team to ensure vacant space activity is aligned with the agreed commissioner strategy
- Acting as a vacant space ambassador ensuring staff understand the importance of driving an efficient portfolio for the NHS
- Providing updates to the wider NHSPS community on vacant space, presenting at company tele-conferences as required and asset management team events
- Acting as an ambassador of a data-driven function and helping drive a culture that promotes the highest quality of data
- Representing vacant space activity at an Operating Committee level if required.

About You

- Degree level educated, Chartered surveyor (or currently on the path to being Chartered)
- Transaction experience, market-facing roles and understanding of the real estate market trends. Public sector experience desirable
- Data proficiency, advanced Excel skills and data reporting skills. Data analytics desirable
- Presentation skills to an advance level (oral and written)
- Interest in transactions and programme management and a desire the work in a change environment
- High attention to detail and accuracy
- Willingness to actively engage with colleagues and a Team player
- Ability to work to deadlines

Why you should join us

Go further in your career and join our talented community. We are different from other property and facilities management companies; we support our NHS customers to deliver healthcare premises that meet future needs for patient services and all the profit goes back to the NHS to create efficient, sustainable and modern healthcare and working environments.

We will encourage and support you, both so you can carry out your role to the best of your ability, and to have your say; recognise and reward you for your contribution and encourage you to enjoy a good work/life balance.

About Us

NHS Property Services Ltd 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.

Apply for this role

To apply please send your cover letter and CV to resourcing@property.nhs.uk