



Property Services



Working at NHS Property Services

Get, grow, keep great people





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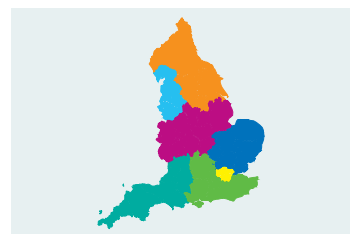
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Thank you for your interest in joining NHS Property Services Limited (NHSPS).

NHSPS is one of the largest property companies in the UK and sees

its primary purpose as enabling our colleagues across the National Health Service (NHS) in England to deliver excellent patient care by ensuring our NHS estate supports their needs both now and in the future.

Having been a part of NHSPS for over three years now, it has been an immensely rewarding experience to see how the organisation has evolved and the positive impact it has had across the healthcare system.

Each and every one of our people plays a pivotal role in ensuring the NHS gets the most from its estate and that facilities run efficiently and effectively every day whether they're in Asset Management, Operations, Finance, Customer Services, Marketing, Communications, Technology Services or the People team. They are the driving force of the organisation and I couldn't have been more proud of the teams than during the COVID-19 pandemic when it became so apparent just how vital our people are to the running of the NHS and supporting clinicians and patients.

In summer 2020, we launched our new strategy to get, grow and keep great people and create a values-driven culture that promotes a healthy and productive working environment. We are placing people at the heart of our business strategy, and we are creating an engaging and high performing organisation. We want to provide development for all and coach everyone to be the best they can be.

This pack is designed to help you get a feel of what it is like to work for NHS Property Services, find out more about the type of people we are looking for to join our teams, and help you understand the recruitment process. Thank you again for showing interest in joining our great organisation and I wish you the very best of luck.

Martin Steele
Chief Executive Officer

About us

NHS Property Services (NHSPS) is a government-owned organisation which exists to help the NHS get the most from its estate and ensure that it is consistently fit for purpose, so that healthcare professionals can focus on delivering excellent patient care.

We have unparalleled facilities and asset management property expertise to help our customers make informed decisions about their estates on behalf of their local communities, so every patient can get the care they need in the best space and place for them.

Today our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 occupiers across England. 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. Few property companies have such a breadth of expertise as both a landlord and a service provider.

Since NHSPS was established in 2013, our portfolio has been evolving. It's been a period of tremendous change for the NHS, with the implementation of the NHS Long Term Plan and new models of care meaning that buildings have to deliver much more than before. We use our expertise in estate management and service provision to achieve value and cost efficiencies, with every penny reinvested back into the NHS.

What we do

We employ 5,600 people who are dedicated to enabling excellent patient care through better estate and facilities management. Our role is to:

- Advise customers on how to get the most out of their property
- Optimise customers' and the wider NHS estate
- Provide essential facilities management services
- Invest in the estate through new buildings and refurbishments
- Develop new opportunities for the NHS estate

Key stats



Formed in **2013**



3,000 properties



5,600 colleagues



7,000 occupiers



6M patients daily



24/7 support

Our values

Our values are what we hold important; they help us shape our decisions and define what it is like to work here.

We worked closely with our people to develop a shared set of values to reflect who we are as an organisation and underpin everything that we do.

These values have been embedded across our organisation to demonstrate the standards and principles we expect our colleagues to embody, supporting the delivery of the NHS Long Term Plan and enabling excellent patient care.



Community

- We put patients at the heart of everything we do
- We improve the safety, wellbeing and sustainability of the communities we serve



Commitment

- We are trusted to deliver excellence
- We are adaptable and innovate to meet the changing needs of the NHS



Colleagues

- We respect, engage and enable our colleagues
- We promote an inclusive culture and support everyone to fulfil their potential



Collaboration

- We work together to do the right thing for patients, customers and colleagues
- We are responsive, open and straight-forward

What our employees say about us



Good management

"Professional organisation with a good work life balance. Supportive management has made effort in testing times to ensure employee engagement."

"Good workplace environment, good company values, good leadership and line management and good team."

"I really enjoy working for NHSPS. We have a good team and managers who have all worked hard especially during COVID-19 achieving brilliant results."

Great people

"Great people to work with and we make such a difference to patients care."

"It's the whole package, good people, great culture, strong organisation and it feels a very genuine place to work."

"I am working with great people, that I can learn from and that they will push me to take on new and challenging opportunities. I am treated with respect, given daily encouragement, and paid well."



Essential service

"I believe NHS Property Services is essential to the day-to-day running of properties and feel that we make a difference to make things better."

"It is very likely that I would recommend NHS Property Services as a place of work because it results in you helping and supporting the NHS and also contributing in saving lives."

"I really feel that we are contributing to the wider community in keeping health centres open and compliant. The new strategy shows this commitment and the people's estate is a great initiative."



Pride in the organisation

"The work I do has an effect on others so if I do a good job others see this and are encouraged to do the same."

"I've worked for NHS for 19 years and I fully advocate what we do and why we do it. It's why I go above my job role and beyond for my team, my managers and my buildings and service users every day"

"I know what I do can have a direct influence or impact on service users of the NHS so I take my work seriously as I want the facilities to be as good as they can in terms of their appearance and functionality"

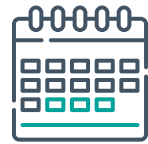
Benefits

We are passionate about our people and do everything we can to support their wellbeing and work/life balance. We have wide-ranging employee benefits and support available including:



Annual leave

27 days of annual leave, non-inclusive of the 8 UK public holidays (pro-rata to part time and fixed term workers).



Additional leave purchase

To support a healthy work/life balance, you can request to buy one week extra annual leave each year.



Sick and parental leave

Occupational sick pay as well and enhanced maternity, paternity and adoption leave (subject to eligibility).



Investment in you

We have a number of schemes and programmes to develop your skills and help you to grow and succeed.



Group pension plan

Including SMART contributions into which the company will contribute up to 6%.



Employee Assistance Programme

Free and confidential counselling and information help line.



Income protection and death in service

Dependent on contractual terms and conditions and on joining our defined contribution pension scheme.



Blue Light card

Discounts on various high street retailers, restaurants, travel, mobile phone contracts, Microsoft suites and much more.



Season ticket loan

An interest-free loan towards your cost of commuting to work on the train.



HASSRA membership

Successful sports and leisure association open to current and former staff.



Free eye tests

For those using display screen equipment (DSE) to support your health.



Cycle to work scheme

Obtain a bike and/or cycling accessories to use for travel to work, with savings on your tax and national insurance.



Local office discounts

Including gym memberships, restaurants and cafés.

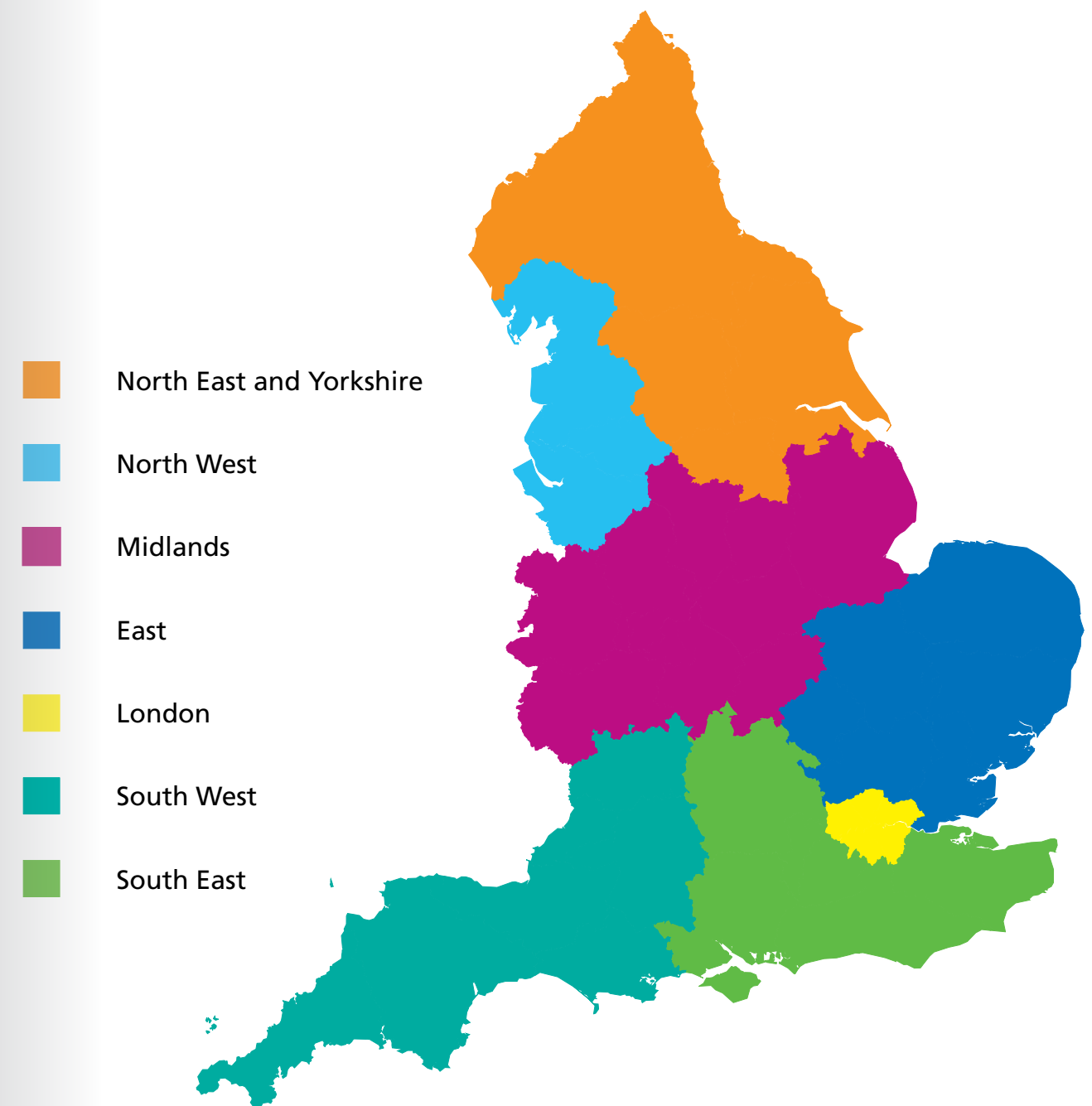
Regions

We have six directorates which make up our NHS Property Services workforce. These are:

1. Asset Management
2. Operations
3. Finance
4. Technology Services
5. Customer Services, Marketing and Communications
6. People

Our biggest offices are in London and Stockport, where most of our central teams are based, but we have hubs across the country for our regional team members, including the 4,000 people that are part of our facilities management team throughout England.

We have seven regions which each have a Regional Partnership Director, Principal Property Manager, Principal Operations Manager and Principal Construction Manager to make locally based decisions. This is in alignment with NHS England's regional set-up which means we can coordinate our activities with the wider NHS.



Career development opportunities

We believe in hiring for attitude and training for skills. That's why we developed our Professional Excellence Framework to ensure everyone at NHSPS has the opportunity to develop. Some of the things we offer include:



Best welcome inductions

We aim to ensure everyone joining us has the best experience. That's why we have developed best welcome inductions and job ladders to give everyone the tools and information they need to be successful in their role. We continue to evolve these inductions to meet the needs of an ever-changing environment.



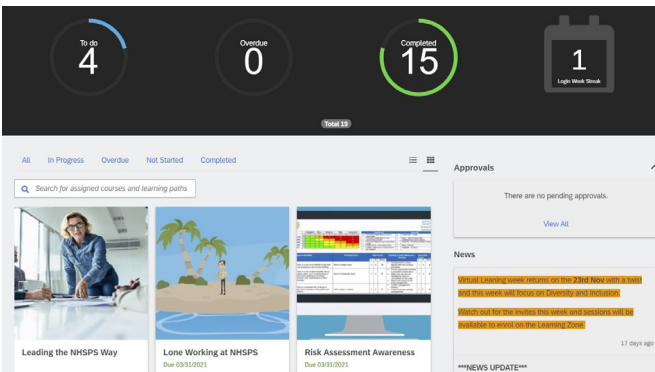
Stepping stones

A new flagship programme for our frontline colleagues to develop their career through a structured training programme. Colleagues go through personal and professional skills to gain a Level 2 qualification in Facilities Management sponsored by our partners at IWFM giving them the 'Stepping Stones' to be successful at NHSPS.



Soft skills training

We know structured programmes are not for everyone. That's why our Professional Excellence Framework has a wide range of soft skills for colleagues to develop. Our 'attend from anywhere' virtual learning weeks offer the chance to participate in short sharp interactive skills sessions from anywhere, even the comfort of home.



Learning Zone

We want all colleagues to be empowered to drive their development through a number of ways. That's why we launched our Learning Zone. This online platform hosts a range of exciting and engaging content for all of our colleagues to access from day one. We've put digital and virtual transformation at the heart of things.



Mentoring

We want colleagues to drive their development but we understand that structure, support and guidance is also important. Our mentoring programmes offer varied levels of support from peer to peer shadowing and coaching, to informal and formal mentoring from senior colleagues.



Life skills

Our umbrella life skills programme is something we are proud to develop. We know that all of us have different skill levels and abilities, but this shouldn't hold any of us back. Our life skills opportunities aim to support colleagues to development in some key areas from languages to finance and digital skills.



Leadership programme

Our leadership programme is built around our strategy, values and culture. It aims to ensure everyone understands how we do things and offers a great opportunity to develop leadership in our organisation. This is also supported by a range of management skills development to enable all managers, and those aspiring to be one, to develop throughout their career with us.



Graduate development

Our graduate schemes are designed not only to increase your technical capabilities, but also to improve upon soft skills. Over the course of your time with us, we will allocate you a line manager, supervisor and mentor to ensure you fulfil your potential in the capacity of your role. These opportunities are planned and delivered in partnership with professional bodies, such as the Royal Institute of Chartered Surveyors (RICS).

But it doesn't end there! We offer so much more, and our People Development Directory offers a gateway to a world of learning and development. Joining us means you have access to all of this from day one.

Smarter working policy

The COVID-19 pandemic has completely transformed how we live, including how we work. We have adopted a smarter working policy which brings together our people, technology and workspaces to create a great place to work.

We describe it as a modern, flexible approach to work, creating a culture where we can jointly balance organisational and personal needs.

We want to develop an NHS office estate that enables a productive and happy workforce. Our new way of working is a positive change for our people and the business, offering a more flexible way of working that empowers our colleagues to choose how and where they work according to their day.



Wellbeing



We really value the health and wellbeing of our people. Supporting and investing in your mental and physical health has never been more important given the current pandemic and the challenges this has brought to our day to day lives. There has been and will continue to be an impact on mental health for the population in general but particularly for NHS.

We'd like to create a workplace where we are all more aware of our own mental health, where we know how to proactively look after our wellbeing, and where we are well equipped to have conversations around mental health and support each other.

We have signed up to the Mental Health at Work Commitment and are developing tools aligned with the Thriving at Work standards.

Diversity and inclusion

We celebrate diversity and are working hard to create an inclusive environment where people love to work and can fulfil their potential.

We are proud of our diverse workforce, however, there's more to do to create an inclusive environment where everyone feels valued and able to fulfil their potential. We want our strategy to become embedded in our culture, ways of working, recruitment, career and talent programmes – becoming part of what we do around here.

Whilst we have taken many steps, we are on a journey to achieve the diverse and inclusive organisation we want to be.



NHS Property Services is a Disability Confident Employer, accredited by The Department of Work and Pensions.

As such, we have committed to:

- Ensuring our recruitment process is inclusive and accessible when communicating and promoting vacancies.
- Offering an interview to disabled people who meet the minimum criteria for the job.
- Anticipating and providing reasonable adjustments as required supporting any existing employee who acquires a disability or long term health condition, enabling them to stay in work.
- At least one activity that will make a difference for disabled people.



The Prince's Responsible Business Network
Race at Work Charter signatory

NHS Property Services has shown their commitment to racial equality by signing up to the Race at Work Charter.

This Charter was established by Business in the Community (BITC) in partnership with the government, and is designed to improve outcomes for black, Asian and minority ethnic (BAME) employees in the UK.

As such, we have committed to:

- Appointing an Executive Sponsor for race.
- Capturing data and publicising progress.
- Ensuring zero tolerance of harassment and bullying.
- Making equality in the workplace the responsibility of all leaders and managers.
- Taking action that supports ethnic minority career progression.

Corporate Social Responsibility

As part of our role helping the NHS to deliver on its Long Term Plan, we are committed to creating healthy places for patients, colleagues, communities and the environment to thrive through our Corporate Social Responsibility (CSR) strategy.

Our CSR strategy commits to act responsibly and operate sustainability across everything that we do.

Since we launched our strategy in 2018, we have been developing programmes to tackle five key issues. Here are some of the highlights:



Improving accessibility



We have been working with AccessAble since 2017 to produce accessibility guides for 324 of our properties so that patients can feel prepared and confident about getting to and around our NHS buildings.

Tackling isolation and loneliness



We've partnered with the Carers Trust, raising £56,000 for older unpaid carers in the UK who are often most at risk of becoming isolated (correct as of April 2020).

Supporting social prescribing



Transforming vacant, indoor and outdoor spaces across our portfolio into social prescribing hubs for community groups to use.

Managing waste



As a result of our initiatives, 95% of our general waste now gets diverted from landfill for recycling or heat recovery.

Reducing carbon emissions



As of April 2020, our properties are powered by 100% renewable electricity, offsetting over 37,000 tonnes of CO₂ each year.

Recruitment process

We offer opportunities to start your career with us or develop your experience and technical expertise across a range of functions. You can find the opportunities available on our careers page <https://www.property.nhs.uk/careers/>.

If your application is successful, a member of the Talent Acquisition team will be in touch to discuss your application further.

What to expect at interview?

To ensure you have the best candidate experience, we will provide you with guidance to prepare you for your interview. Your interview may take place at one of our offices or virtually using web-based technology.

Interviews are conducted by the manager or supervisor you will be working with, colleagues and a member of the People team. Depending on the role there may be one or more stages to the interview process.

You may be asked to complete a test or assessment and will be notified of this in advance as part of the recruitment process.

If you are not successful we will provide you with feedback to help with your development and would encourage you to keep an eye on future roles.

If you are successful, we will ensure you have a smooth onboarding process and the 'best welcome' induction.

Top tips for a great CV

- **Bring personality**
Tailor your CV and ensure you highlight your unique blend of skills and experience. Make sure you include examples of your achievements against each role.
- **Be yourself**
We want to hire for attitude and train for skills, so getting to know the real you is important to us.
- **Include a personal statement**
Use a short personal statement to explain why you are the best person for the job.
- **Don't leave gaps**
If you have a break in employment put down what you did during that time. Examples could be volunteering, travelling, caring or a course.
- **Keep it simple**
Don't add too much colour or use different types of font.
- **Check spelling and grammar**
Make sure your CV doesn't contain spelling mistakes and grammatical errors. Ask a friend or relative to check it for you before you apply.
- **Keep updating**
Always update your CV with any new training undertaken, volunteering and ensure it meets the requirement of the job you are applying to.



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