**NHS PROPERTY SERVICES LTD**

**Job Description**

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| **Job title:** | **Finance Business Manager**  |
| **Level:** | 3 |
| **Type of role:** | Permanent |
| **Base:**  | 10 South Colonnade, Canary Wharf, London |
| **Travel requirements:** | As required |
| **Responsible to:** | Business Shared Services - Delivery Lead |
| **Directorate:** | Finance |

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

Established in April 2013, the company is a limited company but also part of the wider NHS family. Having inherited responsibility for the facilities and property management functions previously managed by NHS primary care trusts and strategic health authorities, we own and run properties that range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

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.

**Job purpose / scope of the role**

The role holder will join the Corporate Finance team professionals who provide financial planning and budgeting, reporting, control and general ledger oversight for NHS Property Services, as well as leading our Finance Shared Services and Corporate Business Partners. Working closely with the Business Shared Services Delivery Lead and other Finance senior stakeholders to lead the next phase of transformation to the businesses’ current Shared Services model.

This is a managerial role, within the Shared Services team. This role will be responsible for the delivery of finance shared services to internal customers in the business. In particular, the role holder will be expected to deliver services to regional and central Finance teams to support the understanding of financial performance and drive better decision making. In addition, the role holder will manage new business processes and activities that are incorporated into Shared Services and support the transition and embedding of new operational teams incorporated into the Shared Services model where appropriate. The role holder should expect their remit to grow to accommodate the expansion of the shared services team and be flexible should the indicative list above change as a result of business needs.

The role holder will support senior leaders to manage, measure, improve and co-ordinate all aspects of financial performance and operational activity for new operational teams incorporated into the Shared Services model.

The role holder will be responsible for delivering results that put customers at the heart of everything we do as well as leading a highly engaged and enabled team focussed on embodying the values of our Get Grow Keep strategy.

The role will also support the growth and development of shared services, this includes the feasibility, design and implementation of a Service Catalogue to demonstrate the future capability of the Shared Services offering.

**Key duties and responsibilities of the role**

1. For Business Objectives and service management – the role holder will be responsible for leading a team of junior colleagues to deliver business activities within the Shared Services offering with a focus on continuous improvement and driving value. Services must be governed through strong controls and delivered on a timely and accurate basis in alignment with finance operational targets. The role holder is expected to manage or take part in the regular review and implementation of policies and procedures.
2. For Commercial Impact - The role holder will drive accountability and ownership for the P&L and Balance Sheet through the consolidated review and challenge of the financial ledger alongside other teams within Finance and ensuring overall month end delivery. The role holder will be responsible for maintaining a detailed understanding of the cost to income link, widen knowledge to regularly improve the relationship between Horizon / NAV and support the accuracy of customer billing including completion of revenue assurance activities. Support the production of reporting, including KPI reporting and full commercial commentary with variance analysis.
3. For Stakeholder Management and Communication – ensuring that the team provides accurate and timely finance deliverables. Be a key contact for the Finance Shared Services area and support the growth and development of the teams’ service offering; drive collaboration within the Shared Services teams and across other teams to achieve agreed service delivery quality targets and efficiencies. The role holder should help improve the communication, messaging, relationships and workflow between Finance and their customers. This role will work closely with the Consolidation Senior Lead and wider Regional Finance Business Partnering teams to build a collaborative relationship focused on providing value adding services for these customers in line with the shared service offering.
4. Transformation - Support the co-ordination of process centralisation, standardisation and simplification. In pursuit of the above, work with the team and the other finance leaders to continuously review and improve key processes and controls with the aim of driving efficiencies and accuracy. Develop and enhance processes by instilling an ongoing quality management system to monitor process efficiency and effectiveness within the Shared Services environment to ensure identification and prioritisation of opportunities for improvement.

You should combine excellent numeracy skills with the ability to analyse and present complex data. You should be able to implement a fit for purpose service offering, covering:

* Ensure all reporting is fit for purpose, relevant and accurate (Content/Style/Completeness).
* Ensure that all deadlines and reporting requirements are met.
* Lead on the income to cost link to drive a better understanding of our income and billing.
* Understanding the risk and opportunities relating to the company’s performance and position.
* Continuous improvement to processes and procedures across Shared Services and wider Finance.
* Support the growth and development of the teams’ service offering under Shared Services.
* Appropriate internal controls and governance.
* All Policies and procedures – reviewed regularly and appropriately updated.
* Develop and grow the team through personal and professional development, training and upskilling; providing motivation, drive and a clear sense of purpose.
* Deputise for the Business Shared Services Delivery Lead when necessary.
* Support the Get, Grow, Keep people strategy across the whole of the shared services team, and support peers and other line managers in delivering the strategy.

**Organisational, Policy & Planning Responsibilities**

* Communicate the operational plan and ensure stakeholders are held accountable for deliverables
* To manage risk and ensure controls are effective, ensuring consistent application of financial policies and procedures across all business.
* Coordinate with the other teams in Finance to ensure streamlined reporting activities using analytical tools such as Power BI.
* Drive the continual enhancement of our capability to deliver relevant financial performance analysis and monitoring.
* Identify the underlying drivers of financial performance and relevant KPIs to track and monitor to help understand financial performance.
* Provide ad hoc data and analysis for key stakeholders when required.
* Ensure that work is done efficiently, to a high standard, resulting in quality output, delivering a high level of customer satisfaction.

**Analytical & Judgmental**

* Agility – Challenge the status quo and look for opportunities to make improvements. Embrace new initiatives and drive successful implementation in your team, understand how to effectively engage others in the change process.
* Being able to prepare reporting papers, offering advice and guidance around non-financial aspects together with preparing the key financial metrics.

**Communications & Relationships**

* Being able to communicate financial data, advising on financial issues to a wide range of groups, in such a way as it is understood clearly by all parties.
* Develop the operational teams into a “value add” team.
* Customer focus - Proactively seek to understand customer needs, develop insights that can be used to enhance customer satisfaction or improve metrics.
* When receiving information, being able to critically examine it for correctness, accuracy and completeness; and conformance with established procedures, regulations, and organisational objectives.
* Together with the rest of the senior management group across Finance, ensure that the financial control environment is robust, and risks mitigated and reported
* Reviews the outputs of the team to ensure that they meet very high-quality criteria.
* Guides and mentor’s junior staff.

**Responsibility for Physical and Financial Resources**

* Take good care of the resources you are entrusted with and make sure that they are used for the purpose intended. In practice, achieved through careful strategic planning, setting up appropriate controls, considering risks, and by setting up systems.
* On a personal level, individuals must operate with honesty and propriety. The integrity of financial reports depends on the accuracy and completeness of financial records.
* Expenditure must be kept in balance with incoming funds, both at the operational and the strategic levels. Viability is a measure of the financial continuity and security. The role holder will support the Exec to meet financial obligations and deliver its strategic plan.

**Person Specification**

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|  | **Essential**  | **Desirable** |
| **Qualifications** | Recognised Finance professional qualification (ACA/ACCA/CIMA)Degree level education |  |
| **Knowledge** | Able to understand and interpret financial performance information and how it relates to the financial reporting function.Knowledge and understanding of accounting procedures and financial systems. | Specific knowledge of Property Companies and / or Facilities Management Companies.   |
| **Experience** | Proven track record of liaising across teams and functions.Able to handle varied team skills set and deliverables Proven ability to manage conflicting deadlines and tasks  | Property sector experience |
| **Skills** | Able to work on own initiative and organise workload without supervision, working to tight deadlinesCapable of delivering clear ideas and concepts to a diverse audienceCombine excellent numeracy skills with the ability to analyse and present complex dataAble to explain financial information to non-finance staffAble to organise and analyse large volumes of dataExcellent oral and written communication skills |  |

We want to get, grow and keep great people at every level aligned with our values and we are creating an engaged and enabled, values-driven culture.

We believe in hiring for attitude and training for skills. At NHS Property Services, you are part of a talented, dedicated team of experts who are passionate about supporting the NHS and its people in their vital work.

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