

Role Profile

Job title:	Hard FM Compliance Manager	Level:	Manager
Reporting to:		Reference:	

Why does this job exist?

The purpose of this role is to support the FM Region and POCM to ensure integrity of compliance data across operations by developing systems and processes that provide effective and efficient compliance methodology and auditing against them. A key focus of the Operations Compliance Manager is to ensure stakeholders adhere to processes, support resolving constraints, identifying opportunities for improvement and escalating performance challenges through effective performance engagement and compliance MI. Another important aspect of the role is to support operational colleagues to understand process and performance requirements that maintain a management regime to ensure NHSPS achieve statutory compliance. They also ensure all documents are obtained, securely stored and made available upon request.

Managers play an important role at NHSPS. They are the conduit between senior managers and leaders and the colleagues across the business who deliver for our customers and who keep the business running smoothly. Their teams are made up of specialists and team contributors, and typically they are responsible for the delivery of defined elements of the strategy and operating plans.

Managers frequently share the same professional and technical backgrounds as their teams, and their role is to manage and coach their teams to deliver in line with targets and performance standards.

Their remit includes:

- Communicating key messages to team members about work plans and priorities, cascading organisational information to keep them connected to what is happening in the wider business
- Contributing to the development of local strategies and plan
- Role modelling the values and behaviours and setting the cultural tone of the team
- Engaging and collaborating with other managers across the business
- Taking responsibility and ownership for people activity for the team (where applicable)
- Developing high performing teams through developing talent
- Embracing and embedding change and other organisational initiatives
- Tackling inefficiencies and driving continuous improvement
- Embracing, adopting, and embedding technology to enable business outcomes

Managers are expected to have a good understanding of their functional area and how it connects with other parts of the business. They collaborate with other teams to deliver positive outcomes for internal and external customers and are focused on continuous improvement.

Managers may be invited to contribute to working groups or other forums to improve the business. Future senior managers may be identified and developed from this group.

Core elements of the role:

- Support the implementation of a national approach to compliance management
- Provide the required data, documentation, reports and communication to internal/external stakeholders
- Identify and escalate opportunities in compliance management i.e. process/personnel allocation
- Review business performance against management procedures to ensure performance is being achieved in PPM tasks, statutory maintenance and remedial work nationally
- Supporting audits in properties to assess levels of assurance against process and procedure.
- Review compliance information to improve accuracy of data and track performance for building level to national level
- Support the development of systems to ensure statutory compliance
- Provides reporting on productivity and other KPIs.
- Provides coaching and performance feedback to team members
- Brings professional best practice to their roles and teams
- Spots opportunities to improve processes and practises
- Shares technical/professional skills and knowledge
- Oversees service delivery to internal and external customers at agreed performance levels
- Supports management of budgets in line with forecast (where appropriate)
- Adheres to the appropriate governance and compliance standards for professional area
- Manages internal and external customer relationships

What helps people succeed in this role?

Experience	Capabilities (skills/behaviours)
<ul style="list-style-type: none"> • Experience working with asset and maintenance systems • Experience using and creating systems-based reporting tools • Undertaking physical property and systems-based audits. • Experience of operating in a busy, customer focused business • Experience of driving improvements to enable efficiency • Experience of delivering change • Track record of success in professional area 	<ul style="list-style-type: none"> • Planning and delivery/implementation skills • Tracking and reporting KPIs • Data-driven decision making • Budget management • NHSPS 'engage and enable' leadership behaviours • Stakeholder management • Continuous improvement • Customer focus • People management and coaching skills • Colleague engagement/wellbeing • Taking personal accountability
Knowledge	Qualifications
<ul style="list-style-type: none"> • Professional/technical know how • Commercial and financial acumen • Relevant legislative/regulatory frameworks • Knowledge of statutory requirements in a large organisation 	<ul style="list-style-type: none"> • Professional qualification if required, or equivalent senior experience • Technically qualified in an engineering, safety management or FM discipline

- Understanding of asset databases and management of assets i.e. change control

Other information (travel, hours, personal characteristics)

- Requirement for travel as determined by role
- Emotional intelligence and resilience
- Integrity
- Ambiguity tolerance
- Ability to work at pace
- Growth mindset
- Curiosity
- Acts for the greater good of the organisation

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Performance Standards

The performance standards outlined here describe the expectations for all managers regardless of functional accountabilities.

Managing performance:

- Accountable for ensuring team adherence to performance processes and timescales
- Set annual goals/performance standards and ensure alignment with corporate functional and team goals
- Monthly progress reviews and feedback
- Mid and year-end reviews
- Performance calibration to ensure individual performance assessment reflects organisational performance

Managing budgets:

- Accountable for managing team budget and delivering within budget and value targets
- Annual forecast and phasing
- Monthly budget review
- Supporting reforecast budget as required

Talent and succession:

- Identify and develop high-potential colleagues able to step up to more senior roles
- Support the development of all colleagues
- Develop successors to own role
- Champions diversity and leads inclusively

Colleague engagement:

- Support the careers and development of all colleagues
- Hold regular team meetings to share organisational updates and discuss priorities
- Encourage participation in Your Voice surveys
- Agree and implement colleague engagement action plans, using the Your Voice platform to record and track actions
- Recognise good work through formal and informal channels
- Listen to colleagues and give them opportunities for their voices to be heard
- Shape roles to provide meaningful work

Communication:

- Ensure key messages, including those from outside functional area, are effectively cascaded to team/s and all communication channels are used effectively
- Communicate change positively and facilitate conversations to give team/s the opportunity for two-way dialogue
- Owns and confidently manages difficult messaging as well as good news

Cultural Tone:

- Role model and recognise the positive use of the NHSPS values and behaviours
- Champion smarter working and creates team charters
- Develop teams in line with engage and enable principles
- Promote the NHSPS culture through using appropriate language, symbols, and signs
- Challenge culturally inappropriate behaviour