**Role Profile**

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| **Job title:** | Policy & Process Manager | **Job Family:** | Manager |
| **Function:** | Delivery | **Type of role:** | Permanent |
| **Why does this role exist?** |
| 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
* Developing high performing teams through recruiting and 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. Reporting to the Senior Policy & Process Lead, the purpose of the Policy & Process Manager is to support the Delivery Function, ensuring that relevant policies, standards, and guidance documents are reviewed, updated, and communicated appropriately. The role will be responsible for the development, implementation and improvement of end-to-end processes, and best practice methodologies to optimise Delivery and business performance. The role will involve on-going dialogue with external and internal stakeholders to ensure that legislative change and industry best practice is always adopted.   |
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| **Core elements of the role:** |
| * Working with colleagues across the Delivery function to ensure that existing policies, technical standards, guidance, and procedures are aligned, and responsibilities defined therein. This will require regular reviews of policies and documents to ensure they remain relevant and updated.
* Working with colleagues and relevant SMEs across the Delivery function to develop new policies and best practice guides and standards in line with any legislative change and industry best practice. Where required work closely with the relevant teams to ensure the asset and property databases are updated with any relevant technical standards or industry best practice.
* Working with SME’s or relevant process owner to develop, maintain, and oversee the use/governance of all key processes. Ensure processes are created to defined standards within the company’s process management framework.
* Develop, own and maintain a combined interactive Delivery Operating Manual (currently Property Management Operating Manual, Work Order Management Guide etc). This is an essential task for the role and will help to support the successful embedding of the Delivery function.
* Develop, own and a maintain a Delivery Standards Management System/Document Library in an accessible location. Optimise the ease of access and understanding to the library content and ensure the correct quality standard and methods for document retention, control, and security.
* In conjunction with the Delivery Operating Manual and Delivery Standards Management System/Document Library enhance the existing On-line Directories for Delivery (combining previous Directories that exist for Operations & Asset Management) linking all key information and processes to support colleagues in making it easier to find information and carry out their roles.
* Maintain and further develop existing customer focused guides on behalf of the Delivery function to ensure content remains accurate and relevant and keeps the Customer at the Heart of everything we do.
* Lead or take part in process improvement workstreams to develop improved solutions and benefits to the business. Embed a continuous improvement culture across the business.
* Support teams within the Delivery function with specific projects as and when required.
* Share technical/professional skills and knowledge and specialist advice to appropriate stakeholders when requested to do so.
* Provide specialist support for any relevant risk-based reviews to ensure that any resultant change does not risk non-compliance in relation to standards or industry best practice. If required, work closely with Delivery teams to support investigations into incidents or accidents.
* If required, work with Supplier Delivery Performance to ensure that all suppliers adhere to the standards laid down by NHSPS.
* Acting as a process and standards ambassador ensuring colleagues understand the important of consistent approaches.
* Proactively work across the Delivery function to perform gap analysis to identify relevant continuous improvement opportunities.
* Where appropriate work with external authorities to ensure that a broad understanding of legislative change and industry best practice is continually injected and adopted in the business.
* Establish internal communications arrangements such that stakeholders across the business receive appropriate and timely updates to relevant policies, guidance, standards, and processes where required. Work with other teams in particular Health & Safety and Communication to ensure the arrangement is aligned with the wider business and follows the corporate standards and protocol.
* Undertake regular visits to teams within the Delivery function to ensure policies and processes are understood and implemented. This will include regional engagement and training where required.
* Liaise closely with the Learning & Development team to ensure that any training needs to be captured and implemented with an appropriate training plan for the roles involved.
* Develop a performance focused culture that emphasises collaboration, accountability, and compliance obligations.
* Provide support to the Senior Policy & Process Lead and the Delivery Workflow Lead to deliver required outputs across the wider responsibilities of the Property & Policy team.
* To support the Senior Policy & Process Lead to ensure we develop a consistent function wide approach to Document Retention, in line with NHSPS standards.
* Work closely with other members of the team including other Property & Policy Managers and the Policy & Process Coordinator
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| **What helps people succeed in this role? Knowledge, Attitude, Skills and Experience (KASE)** |
| **Knowledge**  | **Behavioural Competency (attitude)**   |
| * In-depth understanding of Property and or FM Operations day to day service delivery processes and ways of working across regional teams.
* Knowledge of Real Estate and Property Management.
* A thorough understanding of Health and Safety in the FM Services environment and related permit to work processes.
* Workflow/Business Process Improvement
* Good commercial awareness and understanding of property and/ or supplier services in the FM industry.
 | * NHSPS ‘engage and enable’ leadership behaviours
* Results-driven
* Communication
* Customer focussed
* Self-driven
* Creative and innovative
* Solutions focussed
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| **Skills**  | **Experience**  |
| * Data-driven decision making
* Analytical and problem solving
* Stakeholder Management
* Presenting and reporting
* Attention to detail
* Programme and project management
* Time management
* Proficient IT skills
 | * Experience working in a property services industry/ real estate environment or FM Technical Services
* Experience in the production of Policy/process/best practice document development and implementation.
* Project management experience
* Demonstrable experience in leading business and process improvement projects.
* Process Mapping Experience
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| **Qualifications** |
| * Suitably qualified and experienced in the relevant industry (Real Estate or FM Technical Services)
* Degree level education or suitable HNC/HND qualification (desirable)
* Chartered member of a professional institute - RICS, IWFM, CIBSE OR IET (desirable).
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| **Other information** (travel, hours) |
| Flexible and adaptable working both from home and with some business need to travel for workshops, meetings and training.  |