

## Regional Property Operations Manager

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Company: UK Civil Service

Location: United Kingdom

Category: other-general

### Job summary

This is an exciting opportunity to Join The Home Office Property Services (HOPS) team who are responsible for providing expert services for the Home Office estate.

We are a high performing, customer service focussed Facilities Management Team who is responsible for delivery of facilities management, contract management, project management and technical and health & safety services to the Estates Directorate property portfolio.

◆ The breadth of services and diversity of the property portfolio ensure the working day is filled with new leadership challenges and interesting facilities management service delivery activities. This role supports the Home Office properties, however the portfolio to be managed and the account focus can change in line with operational requirements providing excellent personal development opportunities. ◆

Due to the busy nature of this role, the successful candidate will be required to work full time hours and candidates should take this into consideration when submitting their application.

In line with HO Hybrid Working policy and where business needs allow, some roles may be suitable for a combination of office and home-based working. This is a non-contractual arrangement where all employees will be expected to spend a minimum of 60% of their working time in an office, subject to local estates capacity, by Spring 2024. Applicants can request further information regarding how this may work in their team from the Vacancy Holder (see advert for contact details). ◆

### Job description

The Regional Property Operations Manager is responsible for:

Delivering in line with departmental and Government estate strategies (including the Strategic Asset Management Plan and Government Estate Strategy) whilst ensuring operational, project and customer management services are provided efficiently and effectively within their team.

Management and maintenance of various complex customer and stakeholder relationships, issue resolution, operational compliance oversight and service delivery strategic alignment.

Leading a team of Area Property Operations Managers (APOMS) and Property Operations Manager (POMs). They provide operational support by acting as a senior point of escalation as well as supporting personal and professional development.

Accountable for their team budget and report directly to the Head of FM.

If this sounds like the job for you then we look forward to your application and we would be pleased to have you as part of our team.

### **Person specification**

#### **Duties and Responsibilities:**

Service Management: Work closely with the Head of FM to strategically lead APOMS and POMs within your team in the efficient and effective provision of hard and soft services, reactive and planned maintenance and projects for your portfolio.

Ensure that all services deliver operational strategies, policies and processes in line with operational requirements to manage the delivery of services, payments and the audit regime.

Ensure that outputs comply with risk management strategies and routinely identify and manage risks to resolution.

Liaise with the integrator, FM supply chain and other Estates teams to proactively understand and resolve issues across the portfolio, facilitating improvements and proposing contractual changes where necessary.

Facilitate the coordination of priorities from varying stakeholders to gain a better understanding of the landscape surrounding plans and activities.

Act as senior point of escalation within the team for all service delivery issues, including requests for additional spend, elective new works and changes to scope or specification, managing to resolution or escalating where necessary.

Ensure you and your team understand your assets to allow you to provide better and

more specific customer service.

- ◆ ◆ ◆ Visit sites when required, particularly to follow up on escalations and performance issues.

- ◆ ◆ ◆ Satisfy legislative and statutory requirements through Health and Safety, business resilience and the provision of fit for purpose accommodation to meet customer needs.

- ◆ ◆ ◆ Ensure that you and the team follow fire risk assessment procedures.

- ◆ ◆ ◆ Work with the technical team and MI and reporting staff to enable audit, assurance and validation of service delivery.

Customer Management: Work with the Head of FM to develop and maintain strong relationships with senior customers.

- ◆ ◆ ◆ Act as the client's secondary point of contact and attend client governance meetings representing the department or supporting the Head of FM.

- ◆ ◆ ◆ Co-ordinate plans and activities so that they reflect the wider strategic priorities and needs of clients.

- ◆ ◆ ◆ Act as senior point of escalation within the team for supplier issues and complaints, managing to resolution or escalating to the Head of FM where necessary.

- ◆ ◆ ◆ Encourage, recognise and share innovative ideas and improvements from customers and other stakeholders.

Supplier Management: Oversee operational supplier monitoring and management within the team.

- ◆ ◆ ◆ Develop strong relationships with suppliers & support AFM's and FM's with supplier relationship management.

- ◆ ◆ ◆ Oversee engagement with the supply chain within the team to ensure that contracts provide satisfactory delivery and drive value for money in accordance with business targets.

- ◆ ◆ ◆ Liaise regularly with the integrator & FM supply chain to understand, scrutinise and maintain/ improve performance of supply chain and participate in supplier performance meetings.

- ◆ ◆ ◆ Act as senior point of escalation within the team for all supplier issues, managing to resolution or escalating to the SOM where necessary.

- ◆ ◆ ◆ Oversee service level governance of suppliers.

- ◆ ◆ ◆ Encourage, recognise and share innovative ideas and improvements from both suppliers and other stakeholders.

People & Resource Management: Act as a key member of the FM operational leadership

team & take accountability for all delegated spend.

- ◆ ◆ ◆ Line Manage APOM◆s and POM◆s within your team, coordinating development plans and monitoring progress.

- ◆ ◆ ◆ Independently monitor your progress and work towards fulfilling objectives within your own development plan.

- ◆ ◆ ◆ Ensure that all team members are fully compliant with mandatory learning, competencies and skills & behaviours required to discharge their role.

- ◆ ◆ ◆ Ensure that the team effectively manages all delegated spend within agreed internal governance procedures.

- ◆ ◆ ◆ Ensure the implementation.

### **Essential criteria** ◆

You should have strong experience in property and FM disciplines and be able to demonstrate compliance with statutory, regulatory and professional requirements in previous roles. ◆

You should have experience in: ◆

- ◆ ◆ ◆ Strategically leading a customer facing FM Team ◆

- ◆ ◆ ◆ People management including mentoring, motivating and development ◆

- ◆ ◆ ◆ Asset management, maintenance and contract & supplier management ◆

- ◆ ◆ ◆ High-level management of key suppliers, particularly with handling escalated issues and risks and engaging in key decision-making ◆

- ◆ ◆ ◆ Managing complex customer relationships and stakeholder liaison ◆

- ◆ ◆ ◆ Managing multi-project programmes of maintenance or capital investment ◆

- ◆ ◆ ◆ Full UK Driving License

### **Desirable criteria** ◆

Experience with project management processes is highly desirable. ◆

Qualifications & Knowledge ◆

You should hold, be working towards or have equivalent experience to: ◆

- ◆ ◆ ◆ an appropriate professional qualification, JWFM Level 6, RICS, IET, BIFM, CIBSE ◆

- ◆ ◆ ◆ a NEBOSH qualification ◆

It is highly desirable to hold, be working towards or have equivalent experience to: ◆

- ◆ ◆ ◆ a project/programme management qualification, PRINCE 2 ◆

You should have suitable technical compliance training, L8, HV/LV. ◆

Membership of the GPP is highly desirable. ◆

## Government Property Profession (GPP) Technical Skills

This role falls under Facilities Management, Senior Practitioner and some or all of the following Technical Skills will be tested during the selection process:

Contract Management and Partnership Level 4

Customer Focus Level 4

Application of Knowledge and Expertise Level 4

### Licences

Full UK Driving License

### Behaviours

We'll assess you against these behaviours during the selection process:

Delivering at Pace

Communicating and Influencing

Leadership

Managing a Quality Service

Seeing the Big Picture

We only ask for evidence of these behaviours on your application form:

Delivering at Pace

### Technical skills

We'll assess you against these technical skills during the selection process:

Contract Management and Partnership Level 4

Customer Focus Level 4

Application of Knowledge and Expertise Level 4

### Benefits

Learning and development tailored to your role

An environment with flexible working options

A culture encouraging inclusion and diversity

A with an average employer contribution of 27%

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