



Head of Business Services

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What's it all about

The Head of Business Services is responsible for creating exceptional workplace and customer environments that enable colleagues to thrive and customers to experience the very best of NHG.

Leading a team of around 15 colleagues, the role oversees NHG's office estate, including four offices and over 100 small satellite locations. The role will ensure our workplaces are safe, welcoming, inclusive and professionally operated, while delivering services that support collaboration, wellbeing, productivity and strong customer outcomes.

How you'll make a difference

This role goes far beyond traditional facilities management. It is responsible for:

- Creating workplaces that colleagues are proud to work in and customers feel comfortable visiting, reinforcing NHG's culture and helping to bring our organisational values to life.
- Enabling colleagues to collaborate, perform and thrive by providing environments that are safe, support wellbeing, inclusion and modern ways of working.
- Ensuring customers experience welcoming, accessible and professional spaces that reflect NHG's values and commitment to service excellence.
- Delivering workplace investment and improvement programmes that maintain our assets and enhance employee engagement, customer experience and organisational effectiveness.
- Building a highly responsive service culture that focuses on customer and colleague needs, continuous improvement and operational excellence.
- Ensuring NHG's workplaces remain safe, compliant, resilient and provide value for money.

Success in this role will see NHG's offices recognised as great places to work, collaborate and engage with, supported by positive feedback from both colleagues and customers and strong performance across service, health and safety, compliance and operational measures.

How you'll do it

Workplace experience and environment

- Provide strategic and operational leadership across NHG's office estate, developing and delivering a clear vision and standards for both workplace and customer experience.
- Ensure office environments actively support collaboration, wellbeing, inclusion, productivity and high performance, while also remaining safe, compliant, accessible, secure and maintained to a high standard.
- Use customer and colleague feedback, utilise data and insight to continuously improve workplace experiences.
- Champion innovation and best practice in workplace design, hospitality and service delivery.
- Lead the delivery of facilities management, workplace services, reception, maintenance, cleaning, security, disaster recovery and business continuity arrangements through colleagues and service providers.
- Maintain and participate in effective emergency response and out-of-hours operational arrangements across NHG's office estate.
- Work collaboratively with Customer Services, People, Communications, Homes, IT and other teams to ensure workplaces support wider organisational priorities.

Operational excellence

- Set and manage the Business Services budget.
- Establish and monitor service standards, performance measures and customer-focused KPIs and ensure all services are delivered in line with these.
- Drive a proactive service culture that anticipates needs and resolves issues quickly and effectively.
- Identify opportunities to improve services, increase efficiency and maximise value for money.

Leadership and people management

- Lead, develop and inspire a high-performing Business Services team.
- Create a culture of professionalism, accountability, warmth and responsiveness.
- Ensure effective workforce planning, resilience and succession planning across the service.

- Act as a visible leader across NHG locations, building strong relationships with colleagues and stakeholders, understanding and improving the experiences in each location.

Supplier and commercial management

- Lead the management of workplace, facilities and support service suppliers.
- Ensure contracts include robust service standards, performance measures and commercial controls.
- Hold suppliers accountable for delivering high-quality services.
- Work closely with Procurement and Finance colleagues to deliver value for money and continuous improvement.

Workplace improvement

- Translate NHG's culture, customer ambitions and ways of working into workplace design and investment decisions.
- Ensure workplace projects consider accessibility, safety, wellbeing, sustainability, technology, collaboration and customer experience.
- Lead office refurbishments, relocations and workplace improvement programmes.
- Deliver programmes safely, on time and within budget.

All about you

Living our values

Our purpose is to create a fairer London where everyone has a place to call home, and our mission is to listen to our residents and provide homes and services that enable them to thrive. Our values are at the heart of everything we do and guide how we work, collaborate and make decisions every day. By bringing them to life, you'll help us deliver our mission and make a positive difference for residents, communities and colleagues

Our values are:

- **We succeed together**
- **We keep our word**
- **We do better every day**

To learn more about our Values Framework, including what each value looks like in action, please refer to our full **Values Framework document**.

This is a people manager role. Please [refer to our people manager standards](#).

Essential knowledge, experience and skills, qualifications and professional memberships including regulatory requirements

- Significant senior leadership experience within business services, workplace management, facilities management or a comparable multi-site operational environment.
- Experience leading services and people across a large, geographically dispersed office estate.
- Excellent knowledge of facilities management, health and safety, compliance and operational risk.
- Strong financial management, budgeting and resource planning capability.
- Strong understanding of how workplace environments influence organisational culture, employee engagement and customer experience.
- Proven experience leading and developing operational teams and managers.
- Excellent stakeholder management and influencing skills, including experience working with senior leaders.
- Demonstrable experience of robustly managing outsourced contracts, suppliers and commercial relationships.
- Experience delivering workplace refurbishment, relocation or transformation programmes.
- A strong customer and colleague focus, with a proven ability to design services around user needs and using insight, feedback and performance data to drive continuous improvement.
- Strong judgement and the ability to lead effectively during operational incidents and changing priorities.
- Professional qualification or membership in a relevant discipline, such as the Institute of Workplace and Facilities Management (IWFM) or Health and Safety qualification (e.g. IOSH or NEBOSH) desirable.