



Government
Property
Agency



Deputy Director, Workplace Services Delivery - SCS1

Government Property Agency

Closing date: 23:55pm on 2nd February 2025



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Welcome



I'm delighted that you're interested in this exciting and challenging leadership role.

In Workplace Services Delivery our ambition is to support productivity across the civil service and to provide an excellent workplace experience for our customers. To do this we need to have an estate that works and supports our ambitious net zero goals. We support customers by having reliable and efficient asset performance. This enables them to use their workspace through Smarter Working principles, underpinned by delivery of high-quality services; through the innovative use of data and digital tools; and through a large and dynamic portfolio of workplace projects.

The Deputy Director of Workplace Services Delivery role will be the leader of front-line services and of change in how the Government Office estate is run. We are looking for people who have the vision and creativity to see where the Civil Service workplace and workspace needs to go, and the determination and drive to take us there. This role will ensure we continue to meet customer and client needs, anticipating future interventions needed to improve the condition and performance of our assets, building the capability needed to succeed.

We're embarking on a major transformation of our workplace services, alongside the continuing growth of the portfolio under the Agency's management. You will also be a member of the GPA Workplace Service Delivery senior leadership team, leading our people, suppliers and strategic partners through the exciting challenges ahead.

The role is part of a network across the GPA which, working together, will ensure our asset performance and project investments deliver the improvements needed to achieve GPA's strategic ambitions and deliver against our strategy and business plan. If you have the technical competence and leadership skills and expertise to lead this specialist team to enable us to deliver for clients and customers, I very much welcome your application.

Carly Ersser

Interim Director Workplace Services, Government Property Agency

Background

The Government Property Agency is the largest property holder in government, with more than £2.1 billion in property assets and over 55% of the government's office estate. We are transforming the way the Civil Service works by creating great places to work, leading the largest commercial office programme in the UK, working towards halving carbon emissions from government offices, and achieving greater value for taxpayers. And we are looking for innovative, solutions-focused people to join our team.

Representing the best covenant in the UK – His Majesty's Government – we are leading transformational programmes such as the Government Hubs Programme, Whitehall Campus Programme and Net Zero Programme, as well as delivering modern, cost-effective real estate service solutions.

Innovation and progress are at the heart of our behaviours. We foster a culture of lifelong learning, where curiosity and self-improvement are encouraged. And we're dedicated to becoming a leading, inclusive employer both in the external market and throughout the Civil Service. Our strong emphasis on Equity, Diversity, and Inclusion (EDI) is not just about driving inclusion across our organisation, it is also about ensuring our services meet the needs of government departments and the civil servants who use our spaces.

Join our dynamic and diverse team that leads with purpose, improving sustainability, nurturing social value, driving inclusivity and flexibility, and kickstarting economic growth. We are driven by purpose, and you can be part of it too: where you make a meaningful impact; where you influence; where your voice really matters; where you help to shape our future direction.



Diversity

The Civil Service is committed to becoming the most inclusive employer in the UK.

We encourage applications from people from all backgrounds and aim to have a workforce that represents the communities and wider society that we serve. We pride ourselves on being an employer of choice. We champion diversity, inclusion and well-being and aim to create a sense of belonging in a workplace where everyone feels valued. The Civil Service is committed to attract, retain and invest in talent wherever it is found. To learn more please see the Civil Service People Plan and the Civil Service D&I Strategy.

What's in it for me?

We want to maximise the potential of everyone who chooses to work for us - regardless of background.

If you're interested in becoming a world class leader, developing your career with us – starting with this interesting and challenging role – or doing things differently and inspiring colleagues, then the Civil Service is the place for you.

Our passion for diversity and equality means creating a work environment for all employees that is welcoming, respectful, engaging, and enriched with opportunities for personal and professional development.

You've taken the first step and looked through this job pack to understand the skills and experience needed to perform this role. Now join us in achieving our ambitions and let us help you achieve yours. [Apply now.](#)

Job Description

Role purpose

The Deputy Director for Workplace Service Delivery is a leader of front-line services and of change in how the Government Office estate is run. They need to have the vision and creativity to see where the Civil Service workplace and workspace needs to go, and the determination and drive to take it there. As well as being technically skilled, you will provide inspirational leadership across the Government Property Agency as it matures as an organisation following its creation in 2018.

Key Responsibilities

- As part of the Senior Leadership Team for Workplace Services, supporting customers in moving to and using our workplaces in a way that allows them to deliver the wider objectives of those departments, meets customer needs, provides operational excellence in the workplace and enhances client satisfaction. You will put customer service excellence at the heart of everything the team (including our delivery partners) do.
- Leading a team of civil servants and commercial/non-commercial delivery partners to transform our customers' workplace experience and the value of our services for our clients by being agile, innovative and responsive to needs often at short notice or for major events. You will develop the GPA team to lead service delivery for a portfolio of up to 1,000 buildings, many of which are historic and have national importance, and contracts building to around £500m or more p.a.
- Act as the Product Owner for the future of the GPA Workplace Services Contracts and to ensure that longer term requirements including those of clients are captured and developed to ensure the programme continues to deliver the transformational benefits we want from our service contracts and build the necessary internal capability to get the best value from those contracts through effective contract and financial management.
- Lead, organise and manage delivery of workplace services (including shared ICT delivery) across multiple operating environments each requiring specific service management:
 - directly managed core estate
 - H&S and security assurance of wider GPA estate
 - a new portfolio of GPA Hubs including commissioning for Ready for Service
 - PFI sites
 - Whitehall Systems
- Leading delivery through a wide range of suppliers, in a mix of directly managed contracts and strategic delivery partnerships with other government departments and delivery agencies; ensuring the effective integration of new assets, services and teams as part of the ongoing GPA asset transfer programme; and supporting a programme of planned lifecycle replacement.
- Develop and deliver subject matter expertise in a range of areas, including the management of the Whitehall Systems (providing heat and back-up power to the Whitehall Campus) health and safety, operational security and sustainability.

- Work collaboratively with teams in Workplace Services to champion the workplace experience and ensure workplace projects and minor works enhance the customer experience.
- Collaborate effectively with directorates across the GPA, horizon scanning to ensure Workplace Services support for the transfer of assets to the GPA and the delivery of new buildings and services.
- Lead and inspire your own teams, growing them in line with the development of new GPA business; making sure our teams have the capabilities to be able to support and encourage our customers in the adoption of smarter working and making best use of their workplaces, as well as identifying and resolving problems quickly and effectively, always keeping customers informed of progress.

Key stakeholders include:

- Customers (anyone using one of our buildings)
- Clients (government departments including Permanent Secretaries, arm's length bodies and others who buy our services)
- Commercial and non-commercial delivery partners
- Crown Commercial Services
- Office of Government Property
- CPNI
- Regulators/inspectors
- Professional organisations (e.g. IWFM, RICS)
- Other GPA teams.

Person Specification

Essential Criteria

- An experienced leader of workplace services (hard and soft facilities management, operational security and ICT services) with first class commercial acumen and the ability to get the best out of large-scale service contracts.
- Proven track record in efficiently and safely operating a national and high-profile portfolio of buildings, meeting customer needs in a highly complex multi-client environment, operating at a senior level.
- An excellent senior leader, with experience of building capability and driving continuous improvement, encouraging diversity and collaboration and promoting a high-performance culture.
- Resilient and resourceful with the ability to understand and solve complex challenges while balancing competing pressures, coupled with the authority and gravitas to influence stakeholders at Director level and above, both inside and outside government.
- Able to create environments where projects can succeed in delivering the outcomes and benefits set out in the business case, having a track record of delivery of significant change programmes within large and complex organisations.
- Creative, innovative and adaptable, able to evolve as the market changes, and comfortable working in a fast-paced environment, dealing with uncertainty and handling a range of challenges competently as they emerge.

Desirable Experience and Knowledge

- Delivering with a range of commercial and non-commercial delivery partners to secure value for money.
- Commercially astute with demonstrable evidence of dealing with complex commercial activities
- Experience of operating within public sector including through PFIs

Qualifications and accreditations

Desirable

- Holds a recognised property qualification or accreditation such as IWFM, RICS, BIFM or CMIOSH

Security Clearance

- Successful candidates must undergo a criminal record check.
- Successful candidates must meet the security requirements before they can be appointed. The level of security needed is [security check](#).
[See our vetting charter](#).
- Potential need to undertake DV clearance

Terms and Conditions

Location

If successful for this role you could be based in Birmingham, Bristol, London, Nottingham, Manchester or Leeds. The role will require a minimum of 60% time in London or GPA offices, but this will be demand driven and as required.

Remuneration

Salary up to £100,000

Period of appointment

This role is being offered on a permanent basis.

This includes:

- 25 days annual leave on entry, increasing on a sliding scale to 30 days after 5 years' service. This is in addition to 8 public holidays.
- This will be complimented by one further day paid privilege entitlement to mark the King's Birthday.
- Civil Service pension with an average employer contribution of 28.97% that you can enter as soon as you join where we will make a significant contribution to the cost of your pension. More information here - <https://www.civilservicepensionscheme.org.uk/your-pension/managing-your-pension/contribution-rates/>
- Generous paid maternity and paternity leave which is notably more than the statutory minimum offered by many other employers;
- Interest-free loans allowing you to spread the cost of an annual travel season ticket or a new bicycle.
- The opportunity to use onsite facilities including fitness centres and staff canteens (where applicable), and occupational sick pay.

How to Apply

The recruitment process is being undertaken by GatenbySanderson on behalf of the Government Property Agency. If you wish to apply for this position, please supply the following:

- **A comprehensive CV** setting out your career history, with responsibilities and achievements.
- **A supporting statement** (maximum two sides of A4) highlighting your suitability and setting out how you meet the person specification. Please note that the supporting statement is an important part of your application and is as much the means by which you will be assessed as your CV.
- **A Diversity Monitoring Form** will form part of your online application.

Failure to submit both documents will mean the panel only have limited information on which to assess your application against the criteria in the person specification.

As part of the online application process, you will be asked a number of diversity-related questions. If you do not wish to provide a declaration on any of the particular characteristics, you will have the option to select 'prefer not to say'. All monitoring data will be treated in the strictest confidence and will not be provided to the selection panel.

If you are unable to apply online, or have any issues with the online application process, please contact devon.coates@gatenbysanderson.com

To apply, please visit: <https://www.gatenbysanderson.com/job/GSe115914>

Disability Confident Scheme

Disabled applicants who meet the minimum selection criteria in the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

Recruitment Process

Longlist

You will receive an acknowledgment of your application through the online process. If you do not receive a notification of your application, please contact devon.coates@gatenbysanderson.com.

The panel will then assess your application to select those demonstrating the best fit with the role by considering the evidence you have provided against the essential criteria set out in the 'Person Specification' section. Failure to address any or all of these may affect your application.

The timeline later in this pack indicates the date by which decisions are expected to be made, and all candidates will be advised of the outcome as soon as possible thereafter. Candidates selected for longlisting will be invited for a preliminary discussion with GatenbySanderson to further explore their skills and experience.

Candidates applying under the **Disability Confident Scheme** who meet the minimum selection criteria in the job specification are guaranteed an interview.

Shortlist

The panel will review reports on those longlisted and will select a shortlist of candidates whose applications best demonstrate suitability for the role, by considering the evidence provided against the essential criteria set out in the Person Specification.

Due Diligence

Please note that due diligence will be carried out on shortlisted candidates. Candidates should expect this to include searches of previous public statements and social media, blogs or any other publicly available information. Prior to interview, you will be asked to provide details of two professional referees together with a brief statement of the capacity and over what period of time they have known you.

Expected Timeline

We will try and offer as much flexibility as we can, but it may not be possible to offer alternative dates for interviews. You are therefore asked to note the below timetable, exercising flexibility through the recruitment and selection process, in order to meet the dates given.

Please note that these dates may be subject to change. The anticipated timetable is as follows:

Closing date for applications	23:44pm Sunday 2 nd February 2025
Longlist meeting	w/c 3 rd February 2025
Preliminary interviews with GatenbySanderson	w/c 10 th and w/c 17 th February 2025
Shortlist meeting	w/c 24 th February 2025
Final panel interviews	w/c 3 rd March 2025

The recruitment panel will consist of:

- Carly Ersser, Director Workplace Services, GPA
- Dominic Brankin, Director GPA
- Alice Clark, Deputy Director Strategy, Workplace Services, GPA

Complaints

If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact Devon Coates (devon.coates@gatenbysanderson.com) in the first instance.

Success Profiles

As part of the selection process during application process your Interview will be assessed against Success profiles.

What are the Success Profiles?

The Success Profile Framework is being introduced to attract and retain people of talent and experience from a range of sectors and all walks of life, in line with the commitment in the Civil Service Workforce Plan.

For this role you will be assessed against Experience, behaviours, and GPA Core Skills.

How we will assess experience:

We will be looking at your experience, career history and achievements that are relevant to the role. Some of the assessment methods which will be used to understand your experience include:

- 2 page personal statement
- CV
- The final panel interview may include a presentation of a topic set 1 week in advance

How we will assess behaviours:

We will be assessing a number of behaviours at the interview stage of the process.

The behaviours that we will assess are:

- Leadership
- Communicating & Influencing
- Managing a Quality Service
- Delivering at Pace

How we will assess the Technical Success Profile (GPA core skills)

The Core Skills Framework has been developed to set out the fundamental skills required by all people in the Government Property Agency (GPA) to meet our business objectives and serve our clients and customers. These will be assessed at interview stage.

The GPA core skills that we will assess are:

- Commercial Acumen
- Innovation
- Customer Perspective
- Property Market Knowledge

FAQ's

1. Can I apply if I am not currently a civil servant?

Yes. This role is open to suitably qualified people in the external market as well as existing civil servants.

2. Is this role suitable for part-time working?

No, this role is available for full-time or flexible working arrangements, but you should discuss your needs with the hiring manager if you are invited to interview.

3. Will the role involve travel?

Some travel may be required for this role.

4. Where will the role be based?

If successful, the role can be based in London, Birmingham, Bristol, Nottingham, Manchester, or Leeds, with the requirement to undertake frequent travel to London. Unfortunately, relocation costs will not be reimbursed.

5. Can I claim back any expenses incurred during the recruitment process?

No. Unfortunately we will not be able to reimburse you, except in exceptional circumstances and only when agreed in advance.

6. Reserved for UK Nationals

Certain posts, notably those concerned with security and intelligence, are reserved for UK nationals only.

This is not a reserved post.

7. What nationality do I need to hold in order to apply?

To be eligible for employment to this role you must be a national from the following countries:

- UK nationals
- Nationals of Commonwealth countries who have the right to work in the UKs
- Nationals of the Republic of Ireland
- Nationals from the EU, EEA or Switzerland with settled or pre-settled status or who apply for either status by the deadline of the European Union Settlement Scheme (EUSS)
- Relevant EU, EEA, Swiss or Turkish nationals who have built up the right to work in the Civil Service
- Certain family members of the relevant EU, EEA, Swiss or Turkish nationals
- (*Commonwealth citizens not yet in the UK, who have no right of abode in the UK and who do not have leave to enter the UK are ineligible to apply.)

For further information on whether you are eligible to apply, please visit [Gov.UK](https://www.gov.uk).

8. What reasonable adjustments can be made if I have a disability?

We are committed to making reasonable adjustments in order to support disabled job applicants and ensure that you are not disadvantaged in the recruitment and assessment process. Reasonable adjustments could include allowing extra time during selection tests; ensuring that information is provided in an accessible format or by providing training.

If you feel that you may need a reasonable adjustment to be made, or you would like to discuss your requirements in more detail, please contact devon.coates@gatenbysanderson.com in the first instance.

9. Is Security Clearance required?

Successful candidates must undergo a criminal record check and must meet the security requirements before they can be appointed. The level of security needed is [security check](#). The successful candidate may be required to obtain Developed Vetting (DV) clearance.

[See our vetting charter](#)

People working with government assets must complete [baseline personnel security standard](#) checks.

10. Do you offer a Guaranteed Interview Scheme for Disabled Persons?

Disabled applicants who meet the minimum selection criteria in the job specification are guaranteed an interview. Selection will be on merit. If you wish to claim a guaranteed interview under the Disability Commitment, you should complete the relevant section of the online application. It is not necessary to state the nature of your disability.

11. Will this role be overseen by the Civil Service Commission?

No. However, the recruitment process will still be governed by the Civil Service Commission's Recruitment Principles. More detailed information can be found on the Civil Service Commission [website](#).

12. What do I do if I want to make a complaint?

The law requires that selection for appointment to the Civil Service is on merit on the basis of fair and open competition as outlined in the [Civil Service Commission's Recruitment Principles](#).

If you feel your application has not been treated in accordance with the Recruitment Principles, and you wish to make a complaint, you should contact: devon.coates@gatenbysanderson.com in the first instance.

If you are not satisfied with the response you receive from the Department, you can contact the [Civil Service Commission](#).

13. What should I do if I think that I have a conflict of interest?

Candidates must note the requirement to declare any interests that might cause questions to be raised about their approach to the business of the Department.

If you believe that you may have a conflict of interest, please contact: devon.coates@gatenbysanderson.com before submitting your application.

14. Civil Service Code

All civil servants are subject to the provisions of the Civil Service Code that details the Civil Service values, standards of behaviour and rights and responsibilities. For further information, click [here](#).

15. Is this role offered as part of A Great Place to Work for Veterans initiative?

This vacancy is part of the A Great Place to Work for Veterans initiative, for further information please see [here](#).



Contact

If you would like an informal conversation about this role, please contact Orla Brennan or Rosemary Bayliss-West at GatenbySanderson:

Orla.Brennan@gatenbysanderson.com

Rosemary.Baylis-West@gatenbysanderson.com