

## NHSPS Support Colleague Development Through Stepping Stones Programme

3 years ago



NHS Property Services (NHSPS) is set to run the Stepping Stones programme for a third year, with the aim of providing colleagues with personal and professional development opportunities.

Skill building is an essential practice, and the 15-month programme has produced many success stories with multiple previous participants stepping into leadership roles within NHSPS.

The course will see NHSPS colleagues become more confident in their roles as well as enhance their communication, customer service, and team working skills.

The programme is also tailored towards colleagues who do not have management responsibilities but are looking to gain leadership skills. As this is a section of most businesses that is often overlooked, providing skills development at every level of an organisation is key to engaging colleagues, creating social mobility and identifying emerging talent.

NHSPS hopes the program will encourage and identify future NHSPS leaders and assist colleagues in finding the best version of themselves as they navigate the future of their career.

Colleagues will have additional opportunities to achieve qualifications through apprenticeships, such as an IWFM Level 2 Facilities Services Operative Certificate and a Level 2 Customer Service Practitioner certification. The next internal step after Stepping Stones for NHSPS colleagues is to participate in Aspiring Managers programme.

All colleagues who are frontline operating or in a customer service role will be able to apply for the programme. This includes roles such as domestic assistants, caretakers, receptionists, and helpdesk and

customer complaint handlers.

Helen McCarthy, Chief People Officer for NHSPS, said: “We strive to foster an environment where all our colleagues can grow and develop. We are proud to offer the Stepping Stones programme to bolster our colleagues’ skills and give them the tools they need to succeed. We look forward to seeing the outcome of the programme and all the great skills our colleagues will gain.”

Suzanne Jones, Head of Learning and Development for NHSPS, added: “Our colleagues are the backbone of our business; they are the one’s who deal directly with our customers every day. Therefore, we will always provide avenues for further skill building, and Stepping Stones is a great initiative that will encourage our colleagues to enhance their personal and professional development.”