



Profile

An established Facilities Management Consultant, trainer and speaker with 20 years of Operational and Strategic FM experience. Passionate about helping clients improve standards, specialising in improving first impressions and customer experience by focusing on service standards, workplace standards, compliance, improving team performance and strategic direction.

Winner of the 2016 Build Magazine Facilities Management Awards for 'Best FM Consultancy-South England' and 'Excellence Award for FM Training-South England'.

Selected by FMX magazine as one of their '40 under 40' list of influencers within the FM industry in 2012.

Key Experience - Consultancy

- First impression audits and Customer Experience Audits
- Strategic Direction
 - Strategy Workshops
 - Customer Mapping
- Creating High Performing Teams
 - Team Structure and Development
 - Workshop Facilitation
- Improving Service Delivery
 - Service Review Audits
 - Development of Service Standards & Procedures
 - Industry Benchmarking & Knowledge
 - Development of FM Service Specifications
 - FM Outsourcing and Contract Mobilisation

Key Experience – Training, Public Speaking & Voluntary roles within the FM Industry

- Industry established trainer specialising in Facilities Management, Management skills, Customer Service, Presentation skills and IOSH H&S courses
- Regular speaker at industry events and conferences including; ASRA conference, BIFM Scotland conference, Greek FM conference, Think FM conference, BIFM Belfast Conference, TWM conference and BAR conference
- Assessor for the ILM Level 3 NVQ in FM and BIFM Level 4 qualification tutor for BIFM Training
- Committee member and past Chair of the BIFM SW Region, professional member of IFMA and IEMA Associate member and elected Members Representative on BIFM Members Council 2011-2015
- FM judge for the BAR Awards 2013, 2014, 2015 and 2017
- Category Judge for the 2013, 2014 and 2016 BIFM Awards

Consultancy, Training and Operational Experience

- Carry out monthly 'Customer Experience Audits' for a large law firms FM services across the UK
- Carry out regular First Impression Audits of Clients buildings and services to provide observations and recommendations on how they can improve standards
- Regularly deliver IOSH Managing Safely and Working Safely courses, bringing the subject to life using examples from operational experience
- Strategic Consultant for multiple FMP360 Ltd Clients. FMP360 is a FM performance measurement system which utilises a consultant led approach to improve FM contracts
- Regularly deliver Customer Service workshops for Clients designed to make teams stop and think about the importance of seeing and experiencing buildings and services from their customer's perspective
- Associate trainer for BIFM Training delivering courses including; Understanding FM, IOSH Managing Safely, FM Compliance, FM Business School and a variety of other in-house courses
- Deliver bi-monthly 'operational procedures' training for a client who is rapidly growing. Having developed a training suite to consolidate all of their internal operational procedures, it is now delivered to all operational team members, ongoing since 2014
- Regularly facilitate Strategic workshops for Clients to help them gain clarity on what's really important for growing their business
- Support Clients with team structure and development, managing team restructures from concept to completion
- Support Clients with FM recruitment and sourcing of interims, from the unique position of understanding the role from both an operational and strategic position
- Act as a mentor and motivator for individuals and teams
- Developed standard operating manuals for mobilising and managing soft services across a Clients UK portfolio.
- Supported a client in the mobilisation of a soft services contract for a prestigious company HQ, facilitating the client relationship, team management and team structure
- Developed FM specifications for the outsourcing of FM services across the UK portfolio for a global mining company and managed the tender process for them
- Completed a management review of the waste contract for a City firm which resulted in a £50k pa cost saving

Head of FM, Ascot Racecourse (2003-2005)

- Overall management of the FM Department, a budget of £9m and a property portfolio of 185 acres incorporating office accommodation, grandstand and hospitality venues, domestic and VIP properties, warehouses, workshops, listed buildings and all race day operations