



# 101 *things*

**A Facilities Manager  
Should Know**

.....

 **maxwell  
stephens**  
Recruitment

# 101 Things an *FM* *Manager* should know

.....

You gave us suggestions – and we listened! As facilities management recruitment experts; Maxwell Stephens endeavours to share our knowledge and provide you with realistic and relevant information on the industry. We set out to create a definitive article on what every facilities professional should know and received high volumes of suggestions from those who work in the sector. This list gives a true representation of the job – recording the highs, and lows!

*Be prepared for...*

# > 1. Interruptions to Your Spare Time

.....

**Your evenings and weekends will never be yours again! This is not necessarily true, however be prepared to have interruptions to your 'me time' if something important crops up!**



## > 2. Taking Responsibility

---

The bottom line is: an FM needs to know that **EVERYTHING** regarding facilities is **YOUR** problem. Doesn't really matter what the issue is, you're expected to fix it. You might feel like the world is on your shoulder at times, but after all – it is your responsibility. On the bright side, at least people know who to turn to when things go wrong!

## > 3. Communication

---

A good facilities manager does exactly as it says on the tin. He/she needs to manage the building effectively and efficiently and most importantly have a good sense of communication with everyone that they need to achieve the targets set. If you think facilities management is just you and the building, think again. You'll be sharing your time with everyone **IN** the building too, so brush up on your communication skills.

## > 4. Being a People Person

---

Management is about your ability to get things done through other people and as a facilities manager you need to know your **PEOPLE!**

## > 5.

# Attention to detail

---

**A good Facilities Manager must be creative, decisive and passionate about the facilities and people. Facilities need TLC too, so pay your facility your utmost attention. By facility, we mean the WHOLE package; the people, the procedures, EVERYTHING. The more effort you put in, the more you get out.**



## > 6. Feedback

.....

**A Facilities Manager must devise a good feedback mechanism back to their customer. It's crucial that you engage with the customer and keep them in the loop**

## > 7. Tech-Savvy

.....

**A good Facilities Manager needs to have a 'real-time' handle on everything – it must be an interactive process. Mobile devices can be used to ensure that all parties are kept in the loop, from changing the status of an action to feedback. It's 2014 and the world is going digital. Keep up to date with technology – it will make your life easier.**

## > 8. Knowledgeable

.....

**A facilities manager is the heart of business and he MUST know everything: starting from prices of toilet rolls, A/C system, accounts and security regulations, through to H&S compliance to the length of parking space. Your work is fundamental to the successful running of the business, so immerse yourself in your building.**

## > 9. Being Responsive

You're a target usually at some point. So how you respond is key. Responsiveness to the items that need to be addressed is paramount. You're expected to get things done, so make sure you fulfil these tasks efficiently.



## > 10. Trust

.....

The best facilities managers are those who have an intuitive sense of how building systems work and dig into the details at appropriate times and yet do not micromanage the solutions, but find professionals with whom they build trust.

## > 11. Pro-Active

.....

Being proactive in areas such as communication, property management, accounting management, operations and maintenance is critical; customer satisfaction is the key to facilities management success.

## > 12. Keep up to Date

.....

Sometimes FM is like ‘herding cats’ you need to find a system to sort the tasks by category. That way it’s easier to keep on top of things. Don’t push things to the bottom of the pile, no matter how mundane they are. Face up to your tasks and complete your work strategically to prevent any backlogs.



## > 13. Motivated

Must be driven to look after the site and all people in it. Ambition and drive will keep you going and ensure productivity.



## **> 14. Financial Know-How**

---

**Understand financial matters from setting budgets, cost control and regular financial reporting. Accurate budgeting is critical to any business. You need to ensure that you have good financial skills and are able to create reports accordingly.**

## **> 15. Teamwork**

---

**A good facilities manager has to have a good facilities TEAM. This means a team where everyone is proactive. An FM is only as good as their team. For those of you that have your own team, it's important that you all work in synergy. An effective team is a team who are well briefed, skilful and enthusiastic. A bad team can end up causing more problems than necessary.**

## **> 16. Preventative Action**

---

**Be a ghost – do the job before the issue comes to light with minimal to no disruption to operations. It's not nice being referred to as a 'ghost' but actually it is a complement. If you do your job before problems arise, with as little interference as possible then you are an excellent FM!**

## > 17. Build Working Processes

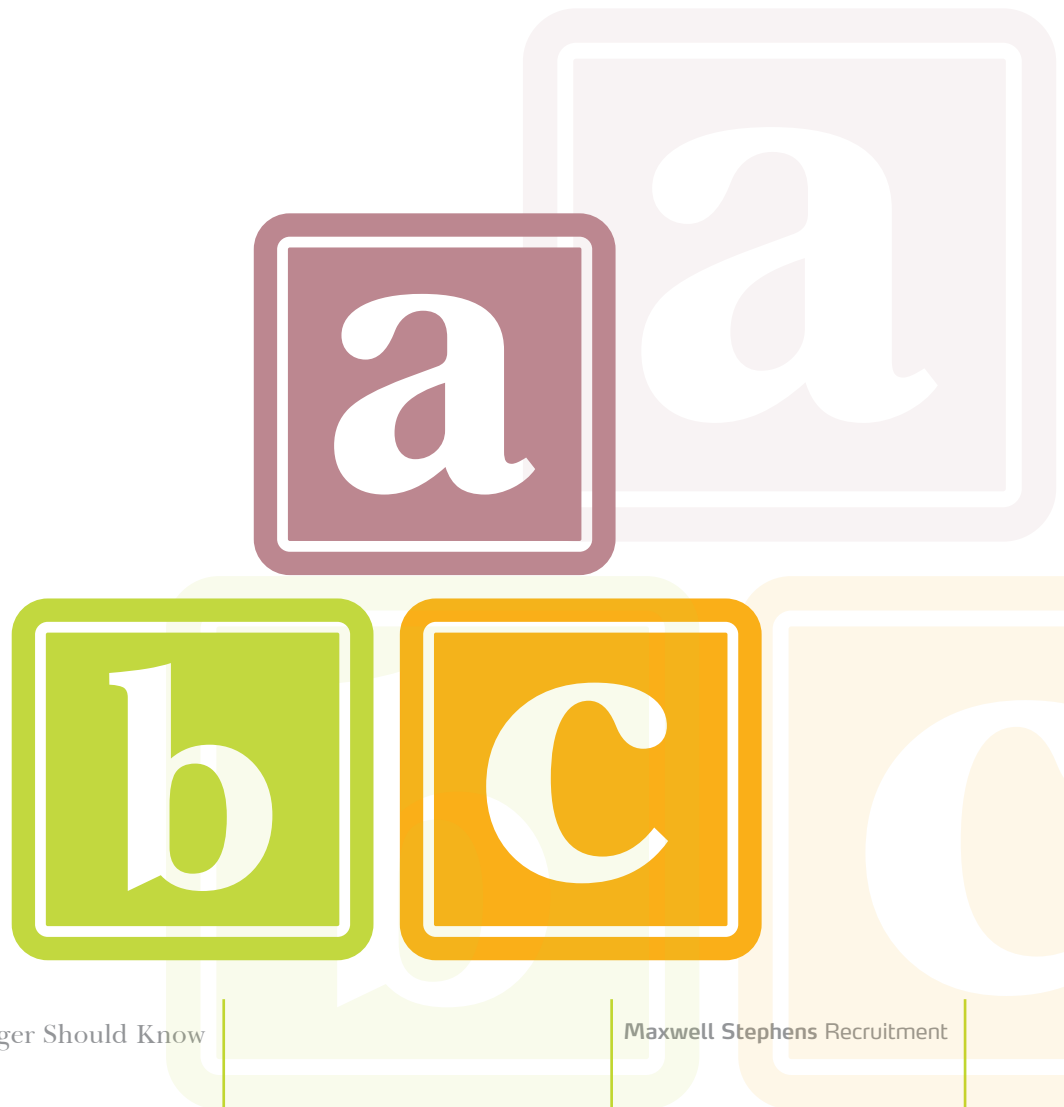
A process is like a plan; it helps you to stay on track and reminds you of your next task. Fail to prepare, prepare to fail. A good example of a working process is;

*PEOPLE* - Know them, develop them, look after them & manage them

*PROCESS* - Know them, understand them, eliminate roadblocks & improve them

*CLIENTS* - Know them, understand their needs, deal with their priorities & communicate with them

*FINANCIALS* - Know them, understand your levers, don't be afraid of profit and don't think short term all the time



## > 18. **Hard Work**

---

**“On-call” means you will never be alone. Your facility runs whether you are there or not, so you may have to expect your phone ringing now and then when you’re away.**

## > 19. **Know Your Building**

---

**“The most important thing for an FM is to know is where to find information relevant to the current problem, and how to get it promptly. He/she needs to know where the right documents are kept, who to contact and the cost of such services...”. It saves time if you know where your resources are should you need them. Keeping a well organised building can eliminate any documentation problems.**

## > 20. **Supportive**

---

**You will offer essential support services to your customers, and your organisations employees therefore you will need to be approachable.**

## > 21. Time Management

**Time Management (there are never enough hours in the day). Some days you will be rushed off your feet and others maybe not so. The sudden busy surges can be reduced by managing your time more efficiently. Create a schedule if possible to distribute your tasks around the day.**



## > 22. Innovative

---

Your job will require you to think on your feet and come up with new solutions to problems, no matter when they might arise.

## > 23. Workplace Well-Being

---

A good FM will make sure that the company's employees are happy in their working environment. This means that the facility needs to be clean, aesthetically pleasing, well stocked with everything in working order.

## > 24. Increase Organisation's Productivity

---

If something isn't working, it is likely to affect employees within the facility. FM's should keep on top of building maintenance, replenish resources and ensure the building is in full working order.

## > 25. Organised

I would summarise one's FM capabilities as the 'balancing act; one should be very good at the ability to distinguish between the needs and wants of the employee. Co-ordination skills are a must and FMs are often like jugglers, with many tasks to handle at once.



## **> 26. Make the Most of Your Space**

.....

**A good FM will be able to make their building as efficient as possible no matter the size, large or small.**

## **> 27. Happy Environment**

.....

**Happy environments = Happy employees = Increased work efficiency.**

## **> 28. Compliance**

.....

**You must know what compliances your building needs to adhere to and meet the legal requirements.**



## > 29. Customer Centric

Good FM requires you not only to know your building but understand the people who work in it and its impact on their business as usual activities. We all know the importance of the hard service provision, however let's take a more customer centric approach to FM and really look at the overall provision supplied to the customer and how this can positively or negatively impact them. Putting the customers' needs at the centre and truly knowing what works is essential to WORLD CLASS FM.



## > 30. Tender Process

Manage the tendering process from start to finish e.g., formulate a tender with the right scope, issue the tender and then evaluate and award it.

## > 31. Capital Projects

This includes liaising with architects, builders, project managers and surveyors. Make sure you are well informed and prepared before each meeting.

## > 32. Accommodation

You will need to have knowledge of accommodation databases, portfolio planning, relocation, space planning and utilisation.

## > 33. Problem Solver

.....

**You need to be able to solve all kinds of situations, prioritising tasks and getting the job done. Your motto is “there are no problems, only solutions.”**



## > 34. Interior Design

.....

Your knowledge of furniture styles, decoration and where disabled access should be will help you to design your facility. Creativity in all things is another part of your role. One money saving tip is to put stainless steel edging on the corners in the building where there is high traffic. It is attractive and saves money on decorating.

## > 35. Maintenance Free

.....

Your ultimate goal is to have a maintenance free facility and difficult as this may be, when building repairs are necessary try to use durable materials. For example, wooden window frames that are exposed have to be painted every 5 years on average so it is worth considering replacing the windows with new UPVC or aluminium ones if budget allows.

## > 36. Management

.....

Your job as a 'Facilities Manager' means that you will be responsible for managing all aspects of the facility. Expect to be in control of:

- IT systems
- Booking systems
- Financial control systems
- Stock control
- Document management
- Property portfolio (PPMS)
- Asset Control (ACS)
- Integrated Facilities Management Systems (IFMS)
- Building Management Systems (BMS)
- Computer aided design (CAD)
- Computer aided facilities management (CAFM)

## > 37.

# Meet Client's Expectations



**This point is pretty self-explanatory. You have a job to do, so fulfil the requirements of that job.**



## > 38. Strategic Activities

---

These may require you to construct business plans, FM strategies and business activities.

## > 39. Time is Money

---

The most valuable commodity you possess is time so exercise your time management skills. If you have report to prepare, don't make it more than it is if, for example, you can say in 200 words something that might look as though you have worked harder on it if it was 500. Your worth will be evaluated by the results you deliver no matter how many words you use.

## > 40. Finance

---

Bills, budgets and invoices will be part of your daily duties and it is better to do it daily rather than let it build up.

# > 41. Adhere To Company Strategy

.....

**Know your company strategy and keep your services in line with it. This is the best way to ensure you are meeting your customer's needs.**



## > 42. Admin

.....

Keeping a computerised record of everything is important. Good organisation will make your job easier. Admin duties could include records, filing, procurement, tenders etc.

## > 43. Customers

.....

You will need to consider and take action on the needs and wants of your customer, using satisfaction surveys, relationship management tools and user groups to find out what needs to be done to boost morale.

## > 44. FM Team

.....

As a manager you will be responsible for your team. You will therefore need to take care of recruitment, resource planning and performance management to ensure you are keeping your team organised and happy.



## > 45. Property

.....

**You'll need to know all about your property/s from basement to roof space, interior and exterior and maintain it to the highest possible standard that budget allows.**



## > 46. Security

You need to ensure the building is well protected and safe for those in it. You will need to know the following processes in order to ensure this level of security;

- Access control
- Alarms
- CCTV
- Bomb threat procedure
- Escorting
- Information security
- Patrolling
- Surveillance

## > 47. Telecommunications

You should know how to work the telephones, fax machines, internet/ wifi and smart devices, so familiarise yourself with them from day one.

## > 48. Logistics

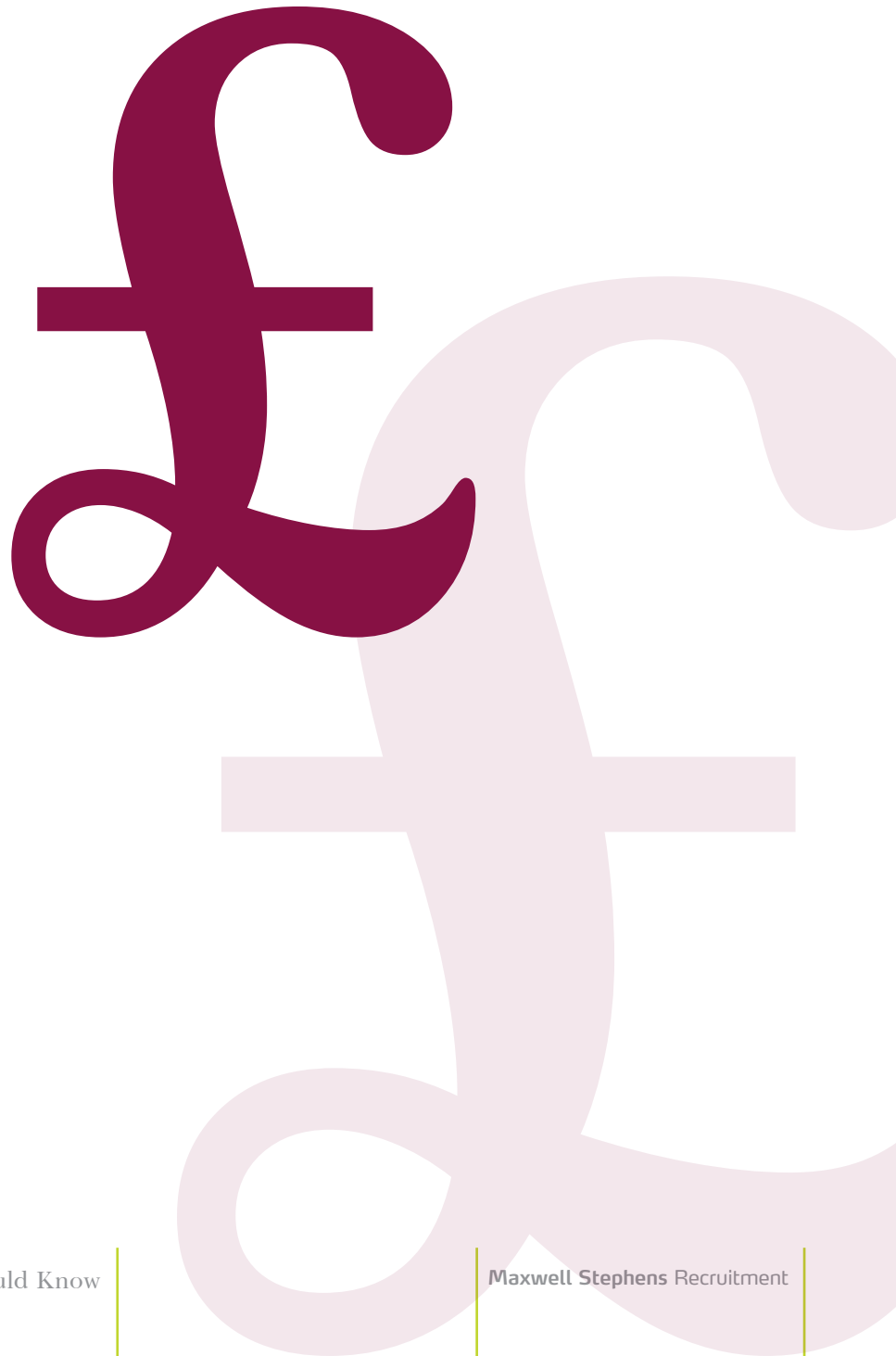
You may be in charge of vehicles or arranging for supplies to be delivered. If this is the case, ensure regular servicing of the vehicles and if the existing supplier/courier is not reliable for delivering goods find one that is. By reviewing your courier and postal services you can save significant money. If you are sending everything out by first class post check to see if some of it could go by second class. And check your mailing list data to ensure that all addresses are active. Responsibility goes hand in hand with liability so it is in your best interests and that of your facility to have logistics under control.

## > 49.

# Cost of Ownership



**You will be in charge of managing the operating costs, rent, taxes and any other costs that may be applicable to your particular facility.**



## > 50. **Front of House**

---

**You will be liaising with front of house employees to deliver a seamless service to them. You will help with conferencing, reception, help desk, concierge and switchboards. The first impression that a visitor, guest or client has comes from these services so make yours count.**

## > 51. **Documents**

---

**It's important to keep up to date with documents, therefore you need to be knowledgeable of archiving, notice boards, journals and plenty more.**

## > 52. **Fabric**

---

**This may not seem like a large task, but it is crucial when it comes to handling asbestos. Decoration also comes under this category – everyone wants a well presented office!**

## > 53. Services

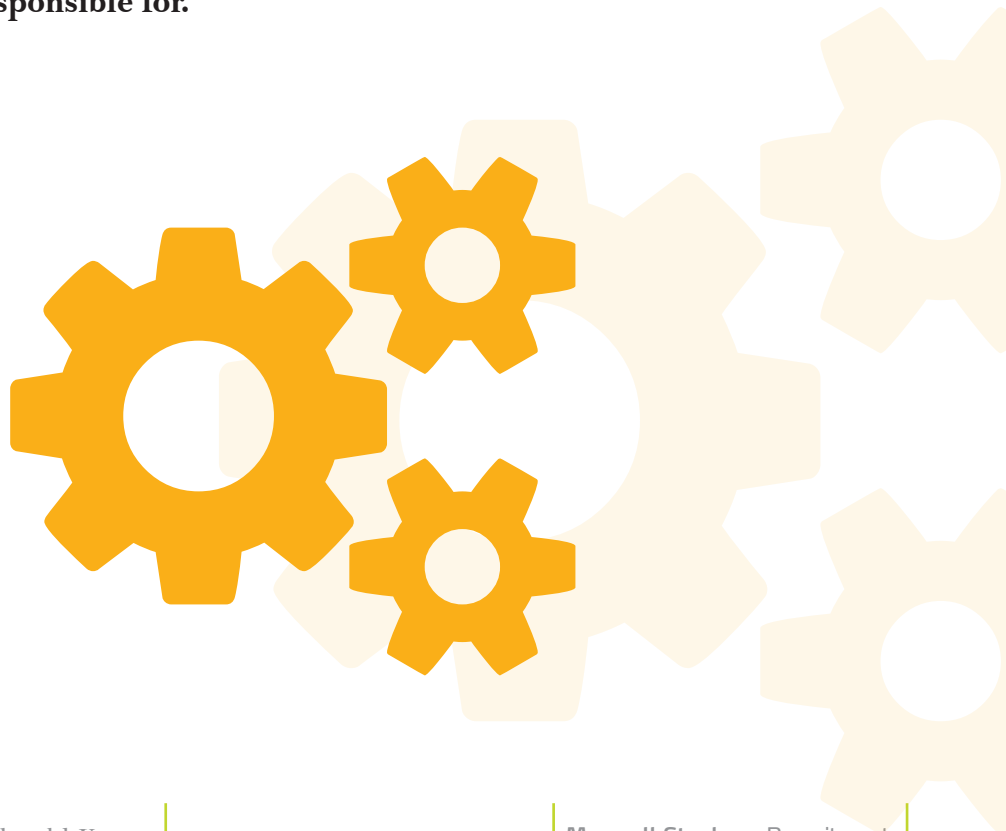
As well as managing the building, you will be required to take care of the services within it. These may include;

a) **Catering** – You will have many hungry mouths to feed and it may be your responsibility to make sure the Dining Area/Canteen is managed effectively, order catering supplies and manage food waste, hygiene and food safety.

b) **Support Services** – These are the services that ensure employees can do their day to day job;

- **Telecommunications**
- **Wellness**
- **Logistics**
- **Supplies**
- **Front of House – Help Desk, Conferencing, Concierge, Reception, Switchboard**
- **Documents – Archiving, printing, newspapers**

Of course there are plenty more but these give you a basic idea of what you are responsible for.



## > 54. Mechanical & Electrical

---

It depends on your building as to what appliances you will encounter, however you will typically deal with the following; • Air conditioning • Lifts

- Fire systems
- Generators
- Refrigeration
- Electrical testing
- Lighting
- Heating

## > 55. Horticulture

---

Again, depending on what building you are managing, you may be in charge of the grounds. Landscaping, planting and pathways could be amongst your many duties, appealing to the green fingered out there! However, unless you are going to enter the local flower show each year, keep the grounds as simple as possible because more plants means more work.

## > 56. Waste Management

---

There are likely to be different categories of waste within your building, so you will be responsible for sorting them and sourcing the best way to dispose of them. If you are in a position to be handling personal data, for purposes of the Data Protection Act you will need to destroy confidential documents via shredding. Hazardous chemicals also need to be disposed of carefully. Other ways of waste management can be recycling and landfill.

## > 57. Walk Around the Building

Every day, walk around the building at least once, at times when the most people are working in it. This makes sure you are seen and alleviates any possibility that they may think you are either unapproachable or negligent in your duties.



## > 58. Cleaning

Nobody wants to work in a dirty environment and it's your job to ensure that employees are comfortable ensuring that health and safety is not being breached. Cleaning duties could include;

- Housekeeping
- Window cleaning
- Carpet cleaning
- Feminine hygiene
- Pest control
- Air conditioning filters
- Car valeting

## > 59. Show Confidence in Your Ideas

If you have an idea which is likely to improve the bottom line of your company's business, you may have to defend your opinion and be prepared to have it criticised. Don't be concerned since management will always want to know you are confident that your suggestion will work and they will want to explore its viability with you. If you are passionate about your idea and can demonstrate that you have thoroughly researched it, there will always be a greater possibility that management will embrace your concept.

## > 60. Reliable

We're almost 70% into the 101 list, and you can already see how much pressure an FM can be under. You can also see how much they are responsible for, therefore it's important that the FM is reliable and on-hand to help at all times.



## > 61. Risk

.....

**This encompasses health, environmental, safety and insurance risks. Ensure you keep up to date with all the latest legislation.**



## > 62. **Prioritisation**

---

Sometimes there are just too many tasks and you can get a little bogged down. However, if you take a breather and look at your to-do list, you may find that some are only minor duties. You can prioritise your workload to ensure that important jobs are not left to escalate out of control.

## > 63. **Preparation**

---

The aforementioned ‘to-do’ list is probably where you should start – or something along the same lines. Prepare your workload so that it doesn’t become overbearing. It is easier to delegate to your team too.

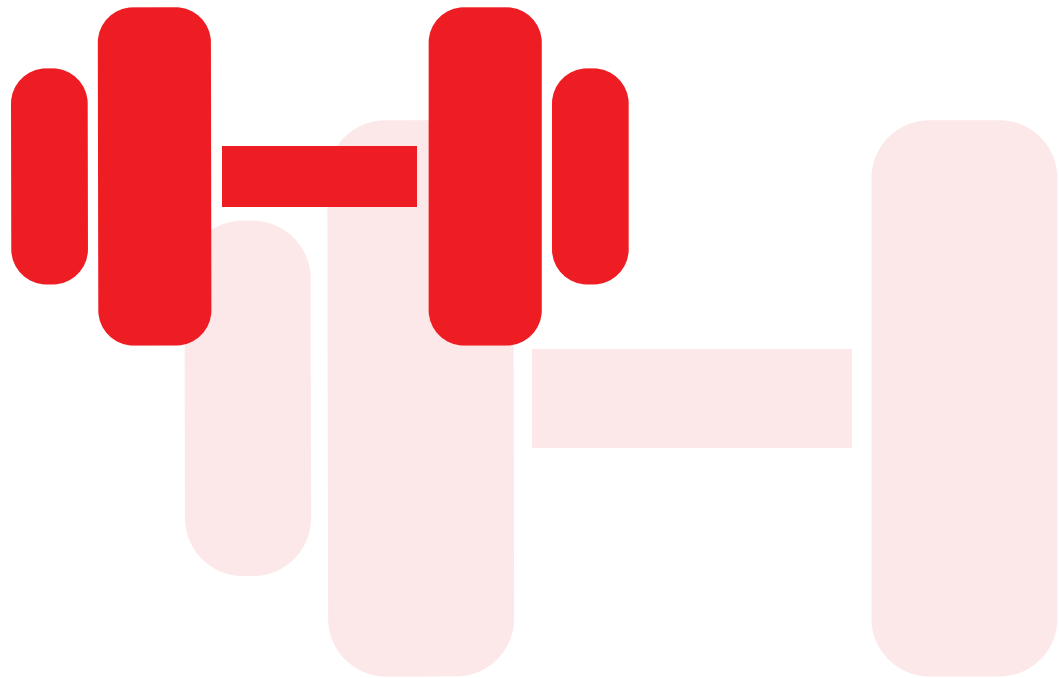
## > 64. **Project Management**

---

If buildings are being refurbished or the company is moving to another facility it is more than likely that you will be managing these types of projects requiring strong organisational skills and the ability to keep calm when everyone around you may not be.

## > 65. FM Training

The government has introduced apprenticeships in FM which lead to a recognised qualification. You could enrol into one of these or attend courses to brush up your experience and knowledge of facilities management.



## > 66. Co-Ordination

---

From co-ordination of cleaners and security staff, to contractors working on or offsite you will be relied upon to make sure that everyone is where they should be at the right time and with the right materials and equipment.

## > 67. Deliver Value for Money

---

Cheap doesn't often equate with quality so although you should try to limit what you spend always ensure that your facility delivers a top quality service and therefore value for money for those utilising it.

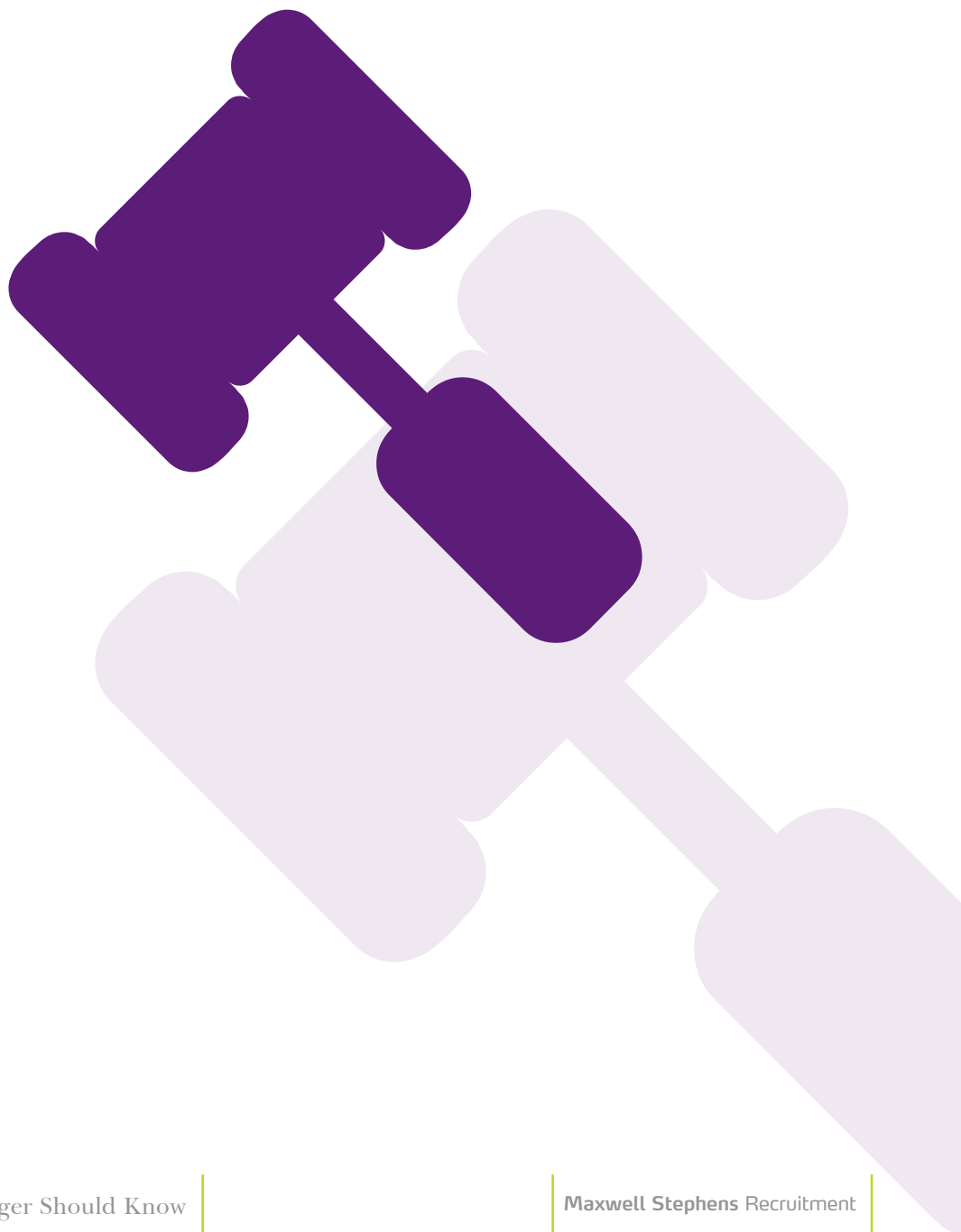
## > 68. Managing Contractors

---

No matter how much you trust your contractors always monitor them and ensure they are delivering the hours and work contracted. Even the best contractors, left unsupervised, can drag out a job and cause inconvenience for longer than is necessary. Make sure they stick to what has been agreed and impose penalties if they do not deliver the work on time.

## > 69. Regulations/Legislation

Ensuring your facility is compliant is paramount, otherwise you may face costly penalties and charges. You will need to keep up to date with regulations, legislation and accreditations facing your facility.



## > 70. **Calm**

It is often said that problems tend to arise all at once and such is the life of a Facilities Manager. One minute everything is running smoothly and the next there are a myriad of problems happening all over the building. Phones will be ringing with each department calling to report its specific problem and every department will want to be first on the list to have the problem resolved. Maintaining a calm demeanour throughout (difficult though this may be) and reassuring everyone that you will resolve the problems as quickly as possible will enhance the confidence they have in you. Locking yourself in a dark room for 5 minutes whilst thinking about the most expedient way to deal with multiple problems may help you to maintain your sanity. But seriously, if you are seen to be acting with calm efficiency those who rely on you will have more confidence in your abilities.

## > 71. **Discipline**

A disciplined approach is crucial for an FM if the building is to be perfectly maintained and all equipment and facilities functioning to optimum capacity.

## > 72. **Adaptable**

Some facilities, due to management decisions, are constantly changing to serve the needs of customers, clients and in some cases employees. Being able to easily adapt to these changes is part of an FM's job with the ability to meet the challenges of an ever changing environment.

## > 73. Corporate Social Responsibility

You may have the responsibility of managing sustainability, charity events, sponsorships, energy and community activities to encourage an ethical approach to business. More creativity is needed here, to make sure that nothing goes wrong, everyone has an enjoyable time and leaves with a positive attitude toward your building.



## > 74. Sustainability

---

If the building is not sustainable everybody is out of a job including the FM. Effective management of your budget on maintenance and service costs will ensure you retain your position, the facility remains open and all the employees are in worthwhile employment. So you can see how much responsibility is on your shoulders!

## > 75. Commitment

---

FM requires unconditional commitment to the facility and the job. Never take a position that you don't believe is right for you, whilst possibly waiting for a better opportunity to come along. To manage a facility effectively you need to be in it for the long term.

## > 76. Service Charge

---

Nothing can kill a building faster than constantly increasing the service charge. This is why managing your budget is so important. The more you can sustain your budget, negotiating the best deal possible with suppliers, the longer people will stay. Long term clients are infinitely preferable to short term ones.



## > 77. Wellness

Make the company employees feel valued and increase efficiency by improving workplace wellness through activities such as: childcare centres, sports facilities, medical centres, social bars etc. And make sure the air conditioning filters are cleaned regularly and central heating system serviced so that everyone is comfortable no matter what they are doing.



## > 78. Team Worker

---

It is much better to work with your team rather than have them work for you. Barking orders at your staff will not command respect. You need to strike a balance between authority and leniency. If you are working with your team rather than sitting behind your desk, more work will be done and you will be able to monitor progress or lack of it.

## > 79. Space

---

If time is money then space is more so. This means allocating more space to commerce and less to the Facilities Management team workspace. If they get claustrophobic make sure you take them out to somewhere bright and airy such as the local park, for 15 minutes a day, so that they know there is a life outside of facilities management, even if it is brief.

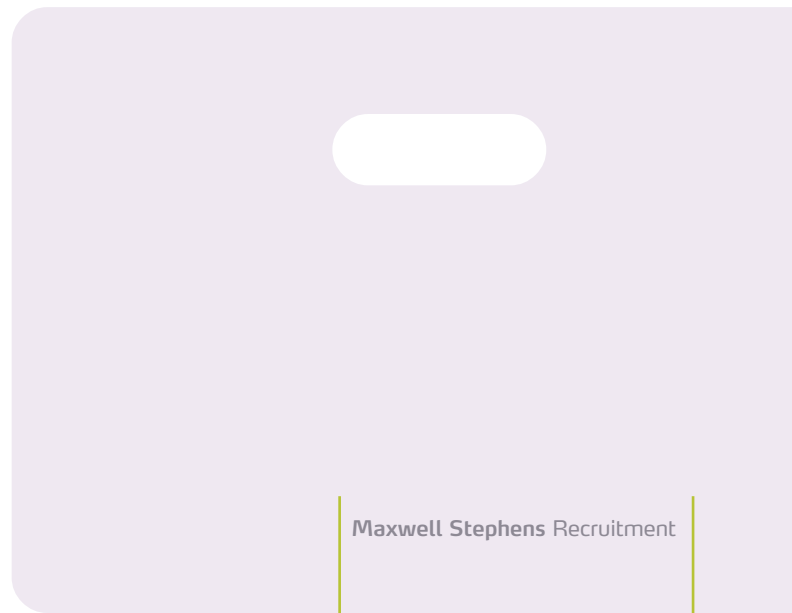
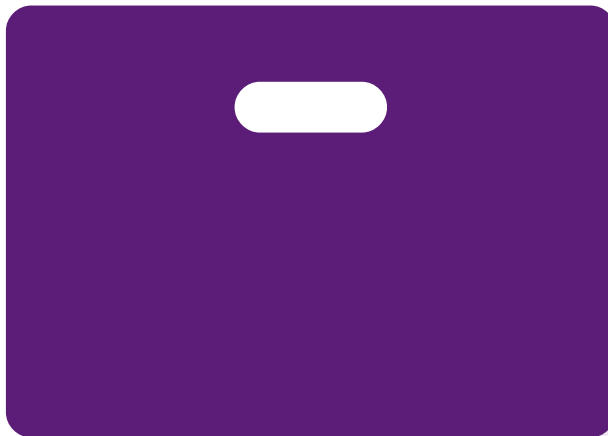
## > 80. Knowledge of KPIs

---

This is a performance metrics register, published by the British Institute of Facilities Management (BIFM) and Integrated FM, which is available to all FMs and can be accessed on [this link](#)

## > 81. Supplies

Facilities require many different supplies and it's up to you to ensure that they are stocked. This can include batteries, stationary, uniforms and tools among millions of other things. Your store room should be a veritable Aladdin's cave!



## > 82. **Manage Complaints**

---

Deal with complaints quickly and keep the client, customer or visitor who has complained in the loop as to what you are doing about the problem and the outcome of it. This will ensure that they feel valued and that you have taken the complaint seriously.

## > 83. **Lose the Suit Occasionally**

---

Whilst it is important that you look smart for many of your duties a suit is not the best attire to examine access and crawl ways in the building. You may be surprised at what the original builders have left in difficult to access nooks and crannies. If you have plans of the building make sure they are up to date as you carry out your survey; if they are not, make notes and employ the services of someone capable of updating them and providing you with edited copies.

## > 84. **Business Continuity Plan**

---

A continuity plan is essential for the business to recover should there be a fire or major failure. This might mean that the employees move to a different building that has been prepared as a replica of the existing operation. Facilities Management in these circumstances would be relied upon heavily to make the move as smooth as possible.

## > 85. Ownership

As the facilities manager, your team will look up to you. If something goes wrong in your team, regardless of whether it is your fault or not, you need to take ownership of it. It's YOUR team therefore you are responsible for them.



## > 86. **Mandatory Maintenance**

---

**Make certain that elevators, escalators, fire alarms etc., are checked each month. If the contractor doesn't turn up to do this, feel free to shout and scream if necessary since it is your head that will roll if it isn't carried out.**

## > 87. **Arrive First**

---

**By being the first to arrive in the morning, you will have the advantage of walking around the building and noticing anything that is wrong before anyone else does, such as the bins haven't been emptied. In this way you can either avert a complaint, or let the person who is likely to complain know that you know about it.**

## > 88. **Professional Integrity**

---

**Your integrity is part of who you are and whilst you maintain it, your staff and end users will respect you for it.**

## > 89. Maintenance

.....

**This covers a range of tasks, but you will be a ‘handy man’ figure around the facilities. Keeping the place safe and in working order.**



## > 90. Qualifications

---

Not all companies will require you to have specific qualifications however, it is highly recommended that you obtain an IOSH or a NEBOSH. Other qualifications could include a degree in Facilities Management or a MBIFM. The more qualifications you have in FM, the higher your chances of employability.

## > 91. Strong Networking Skills

---

By networking with other FMs at conferences or other events and meetings, you will build up a network of people who are on your wavelength, so that when you encounter a problem that's baffling you, there is always someone to help at the other end of a phone. No matter how long we have been in this business, we can all learn something new every day.

## > 92. Staff Handling

---

As the FM you are responsible for your team, and there's nothing more disastrous than a team that doesn't work. You need to have good managerial skills; you can develop these by holding staff meetings and appraisals etc. Breakfast meetings are a good idea to talk about the day ahead and if budget allows give them a breakfast. If an end user, compliments a member of staff let them know about it. Small gestures such as these can be highly motivational.



## > 93. Emergency Responses

On the rare occasions when you are allowed to go home (smile) it is imperative that someone is available to deal with any emergency that may occur including central heating/air conditioning breakdowns, electrical failure, fire, flooding and security to mention just a few. Make sure that all relevant people have a contact number for you and the person who has been appointed to deal with emergency responses in your absence. There should never be a time when no one can be contacted should an emergency occur.



## > 94. Optimistic

---

An optimistic outlook will have a positive effect on everyone around you so if there is an IT problem stopping employees from working promote an aura of optimism that the engineer will be there very soon; similarly if the central heating breaks down (but be sure you have some portable heaters to hand out if the engineer is going to be some time in coming out to fix the problem).

## > 95. Flexible

---

The FM who works in a building that is operational 24/7 has to be flexible to meet the demands and challenges of the position. Scheduling shifts may be part of your responsibility but it is highly possible that you will have to work longer hours on occasion to ensure that all problems are resolved. The job may even interfere with your holiday allocation and there may be times when you will be expected to be on call 24/7. Hence flexibility needs to be your middle name!

## > 96. Go Green

---

Saving the planet also means saving money, improving client and employee satisfaction and enhancing the popularity of your company and its facility. Reducing the carbon footprint is not a phase; it is a vital aspect of facilities management nowadays that can bring about extensive and significant benefits. Fit your sustainability program around the goals of your company using lifestyle analysis and other data relative to energy consumption.

## > 97. Public Speaking

If you haven't been accustomed to speaking to large or even small groups of people now is a good time to learn. Facilities management is fast becoming recognised at Board level so you may find that you will be presenting ideas, facts and figures to them. You will also need to motivate your staff and on occasion speak to groups of end users.



## > 98. Interested in Self-Improvement

---

You should be willing to improve your skills and experience throughout your career. This may be to return to education or through attending events. The facilities management industry is ever-changing, which is why you should be enthusiastic about developing yourself too.

## > 99. Transactions

---

You must be able to keep good transaction records which will entail agency management, lease obligations, property taxation, tenure and more.

## > 100. Delegation

---

Quite apart from the fact that you cannot do everything yourself in a large facility, it isn't a good idea to try to do so. Allowing members of your team to take some responsibility motivates them because you are demonstrating that you have confidence in your abilities. Where possible delegate as many tasks as you can, allowing you to concentrate on those tasks that only you are able to do.

## > 101. Weekly Fire Alarm Test

If you work in a large building get the activation carried out by a member of the team in the area being initiated. This will start to get more people involved in Fire Safety and you will find more recruits for groups such as the Fire Warden's Network.



**We are currently working on the next 101 things  
Facilities Managers should know so watch this space.**

**And finally, many thanks to all our contributors for sharing their  
knowledge and experience.**



**Caroline Williams  
Marketing Manager**

**Dave Thomas  
Director**

**Timothy Linsell  
Facilities Manager**

**Steve Munn  
Project Director**

**Jim Picken  
Regional Property Controller**

**Graham Jervis, Ph.D.  
Director**

**Ian Jones  
Director of Facilities**

**Stewart Owen  
Business Development Manager**

**Andrew Porter  
Managing Director**

**Rob Farman CEng CBIFM MCIBSE  
Principal**

**Mike Oppenheim  
Principal Partner**

**Elaine Nicoll  
Facilities Manager**

**Robert Keady Jr. CEM, FMP  
Facility Management Specialist**

**Christopher Jackson  
Director**

**Hugh O'Neill  
Regional Director of Real Estate  
& Facilities**

**Luis PR Manickam  
President**

**Mike Oppenheim  
Principal Partner**

**Richard Betts  
Managing Director**

**Gordon Parker  
Managing Director**

**Jay Jordan MSyI, MCMI  
Security Manager**

**Martin Atkinson  
Managing Director**

**Martin Childerhouse  
MBIFM**

**Andrew Porter  
Managing Director**

**Anita Rose (IOSH)  
Facilities Services Manager**

**Liz Kentish**  
Managing Director

**Paul Robson (ABIFM)**  
CEO

**Brendan Murray**  
FM Business Manager

**Steven Williams**  
Facilities Manager

**Eugene Stahl**  
Cleared Facilities Operations  
Manager

**James Allen**  
Cleared Risk Assessor

**Olalekan Oluseyi Akinwumi Anivs**  
Managing Partner

**Nhut Bui**  
Implementation Project Manager

**Olateju Boluwatife**  
Facilities Planning officer

**Ted Williams**  
Facilities Operations Manager

**John Yates**  
Director

**Sylwia Napierksa**  
Director of Resources

**Dan Burns**  
Industrial Building contractor

**Anil Lobo**  
Facility Manager

**Yusuf Siddiqui**  
Sales Director

**Maryann Anderson**  
Facilities Manager

**Peter Turner**  
General Manager

**Roland Jenkins**  
Facilities Director

**Harshvardhan Berry**  
Property Manager

**Eugene Stahl**  
Facilities operations manager

**Yann Bretaud**  
Consultant

**Tony Mcdermott**  
Event Services Manager

**Kausar Raza**  
Site Admin Head



# A FINE POSITION TO BE IN



**maxwell  
stephens**  
*Recruitment*

Maxwell Stephens Recruitment is registered in  
England and Wales No. 02660883



## CONTACT

t: 0207 118 4848  
w: [www.maxwellstephens.com](http://www.maxwellstephens.com)  
e: [info@maxwellstephens.com](mailto:info@maxwellstephens.com)



## LONDON

Golden Cross House  
8 Duncannon Street  
Strand  
London  
WC2N 4JF