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| Name  Job title     |  | | --- | | **Contact** |     Address  Phone  E-mail     |  | | --- | | **Core Qualifications** | | **Experience**  **The Business Organisation and Support services**  I manage a building/s of xx sq. foot the building/s are used for office/retail/industrial - the company I work for is in the xx-sector based in UK/INT. The company has xxx employees. The FM budget/service charge/s is xxx then evidence any xx% improvement/challenges in costs i.e. reduction and or service deliverables improvements by your management of the budget.  I.e. I have re tendered the waste contract to a local supplier and managed to reduce waste costs by 5% but more importantly the supplier is more robust with KPI & Sustainability targets improved.  ● Evidence the FM strategy –  ● Are areas of FM outsourced or in house?  ● If so what Hard and Soft FM services do you manage  ● Example the documentation to manage this ie.  Business Continuity – Polices – Procedures - Disaster Recovery – Training  **Risk Management & Health and Safety**  Explain how RAMS are managed in FM delivery  Explain how the building is managed – CAFÉ systems BMS water testing asbestos fire and environmental.  Detail the compliance system - ***i.e. we use xx system since my time in the role we have improved compliance scoring from 87% to 97%***  Detail how H&S is inspected – give example of internal external audits / Insurance inspections ***– i.e. in a recent FRA we only had two actions that were closed within 30 days.***  Detail Accident/incident reporting and example how you use this information to improve site delivery - i.e. since a recent incident with incorrect bolts causing shop front hoarding to fail, we have replaced all bolts on shop fronts to the entire shopping mall to prevent any future incidents.  **Management Principles**  Do you manage people? If so, how many and what do they do – if not do you directly manage contractors if so what type and how. Give evidence of your experience in this. I.e. the FM team is made up of 3 engineers which I directly manage Soft Services is outsourced to XXX, but I manage the contract. We have reviewed the outsourcing but have found it very difficult to recruit local cleaning staff post Brexit and Covid and XXX frequently have to bring in teams from outside the local area       |  | | --- | |  |  |  | | --- | |  |  |  | | --- | | **Education** |        |  | | --- | | **Accomplishments** |        |  | | --- | | **Certifications** |        |  | | --- | | **References** | |

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