

FACILITIES NEWS

Autumn/Winter 2007/08

Issue 11



FACILITATING RECRUITMENT

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THE GREAT FM DEBATE!

The principals of FRL have been providing recruitment services to the Facilities Management industry for over 28 years, and during that time have seen some tremendous developments, but there appears to be some key long-term elements being overlooked by the industry that are worthy of debate.

With the role of Facilities Manager now being recognised with an SIC code, the profession as an FM is becoming obvious to the board of more organisations. This then means that the rest of the service industry positions, such as Estate Managers, Engineering Services Managers/Supervisors, Front of House Managers/Supervisors and all of the operative positions associated with FM are becoming more visible to the effectiveness of organisations. However is the industry ready to communicate how effective it is? And what investment is needed to create further efficiencies and cost savings for organisations?

Some key questions we find FRL staff debating with clients include:

- Where will the engineering staff of tomorrow come from as there are very few companies offering apprenticeships/training schemes or people interested in taking them up?
- How can FM gain greater recognition for the excellent work many FM service companies and in-house departments provide to the efficiency of organisations?
- How will the impact of climate change affect the way that FM organisations have to manage facilities?
- How will companies cope with the demand for staff with better customer service skills?
- Will we see a need for more foreign nationals to meet demand?

If you have answers to some of these questions, or would like to debate with our staff any of these issues and how they might affect your organisations, give our team a call. ■

FOURTH CHARITY FOOTBALL EVENT 2007

The fourth annual five-a-side football tournament hosted by FRL, raising charity funds for The Marie Curie Cancer Care Trust, took place in June 2007. This year saw a change of venue from Highbury, across London to the Den, home of Millwall Football club. The new Lion Centre indoor facilities, are some of the best available. The 16 teams from the FM industry put them to good use, with a very high quality of play.

The initial favourites were Atkins Asset Management, who had travelled down from Leeds for the event, but the surprise team of



Mari Holloway MD, FRL & Ian Fielder, CEO, BIFM present the cheque to Marie Curie

the tournament, were the FM Allstars a collection of interim consultants brought together by one of the FRL consultants.

The FM Allstars had never played together before, nor indeed ever met each other before the event. The final

saw them victorious and enabled them to claim the FRL/BIFM trophy from Ian Fielder, Chief Executive of the BIFM. The event raised over £4,600 for Marie Curie.

If you want to possibly participate in next year's tournament, contact Philippa Standley on 01892 785676. ■



FRL RECRUITMENT CONSULTANT FINALIST IN NATIONAL AWARDS!

Nicola Humroy who works in the FRL temporary recruitment team, was delighted to be named as a finalist in the REC National Recruitment Awards. She was named as one of six finalists in the award for best newcomer to the industry. With over 55,000 recruitment consultants in the country, it was no mean feat. Nicola joined FRL in 2005, initially as an administrator/resourcer, but began an internal mentoring and training scheme enabling her to be promoted to a recruitment consultant's



position. Nicola has built up a very active and successful operation in providing temporary soft services workers to FM service providers and in-house FM organisations. She has exceeded all expected performance levels and the testimonials

from satisfied client candidates and client employers have been impressive. Rather than being disappointed at not scooping the big prize, Nicola now has her heart set on winning the overall best recruitment consultant in the country award next year. ■

NEW WEBSITE LAUNCH SOON



After many months of development, FRL will be launching their new website in January 2008. The new site will be far more streamlined with not only a much more contemporary look, but far more features and resources to assist candidates and employers. The site development has been co-ordinated by Marianne Glover, FRL Marketing Manager, who consulted numerous candidates and consultants to establish what they felt they would like for a recruitment website. She also reviewed the websites of many of the FRL competitors to ensure we avoided the pitfalls and utilised the best aspects of these. The site development is an ongoing programme and we will be constantly looking to add more features. Please have a look at the website and if you have any suggestions then please let Marianne know on 0207 960 4120 or email her at mg@frluk.com

HAMILTON COMELY APPOINTED NON EXECUTIVE DIRECTOR

Hamilton has extensive experience in the property and facilities management industry.

Starting his career in property management in London, he graduated into facilities and became Managing Director of BETFM, one of the industry's largest and founder members.

Progressive career moves saw Hamilton head up Primary Management, Sodexho's specialist FM business and then more recently, as Managing Director of Johnson Workplace Manage-



ment, a leading facilities management company.

Hamilton left Johnson Workplace Management in December 2006 to set up his own facilities consultancy that specialises in strategic management issues and assisting the growth of businesses in a Non Executive capacity.

Hamilton will be assisting FRL with corporate management as well as adding to their depth of knowledge and profile within the FM industry. ■

FRL SPONSOR THE BEST PFI/PPP AWARD

Once again, FRL sponsored the above award at the BIFM Annual Awards dinner. The event was held at the Grosvenor House Hotel in October. John Davis the CEO of FRL presented the award to the Directors of Skanska Facilities Management. The event was attended by over 1,200 people and FRL had a table of ten in attendance. ■



EMPLOYMENT SNIPPETS!

- Statistics from the FRL website usage indicate that the peak time for when staff look at internet job sites and send off their CV, is a Tuesday lunchtime!
- Research from the C.I.P.D indicates that on average, 95% of CV's from candidates contain factually incorrect information.
- **Ageism** 59% of workers have witnessed age discrimination in the last year.

ALL CHANGE SRM TO NB ENTRUST

FRL training and development team have been working with NB Entrust to develop and deliver five business transition events.

The purpose of the events was to kick start the change in the organisation and launch the companies new visions, values and ways of working. The events were a huge success with all NB Entrusts service partners and staff from facilities management attending. The events were designed to bring together the operational teams and start the partnership and working relationships in a positive and supported environment.

Over 250 people attended the events



Team modelling the new uniforms

at fantastic venues across the country; Manchester United, the Emirates stadium, Aston Villa and SS Great Britain.

A catwalk unveiling of the uniforms went down really well and produced much laughter on the days.

Many great working

relationships were formed at the events and the teams will continue to be supported and developed back on their sites with team development days and a full and comprehensive training programme. ■

NEW DOYCE STREET RECEPTION

To emphasise the diverse range of Facilities Management that FRL provide services to, the FRL London offices reception have been redecorated, making a bold statement to visitors.

NEW OFFICES FOR FRL

FRL is still expanding, after recently relocating both our Northern and Scottish offices we now have a new dedicated office for Thames Valley and West of England. Vanessa Smith is the recruitment manager and for more information about the services Vanessa and FRL can offer either contact her at vs@frluk.com or 0118 965 7777. ■



New Offices

CEO TO SPEAK AT ANNUAL CONFERENCE

John Davis, CEO of FRL, has been chosen to speak as a presenter at the BIFM 2008 Annual Conference being held at Keble College, Oxford University in March 2008. John has been selected to present on critical staffing in the FM industry. His presentation has not been produced at the time of this newsletter going to press, but he has been conducting research with the aid of several HR directors of FM organisations, looking into such issues as:

- Staff churn
- Numbers of trainees
- Numbers of staff retiring from the industry
- Usage of overseas workers
- Availability of competent workers



John will make a copy of his presentation available on the FRL web site after the conference. ■

John Davis

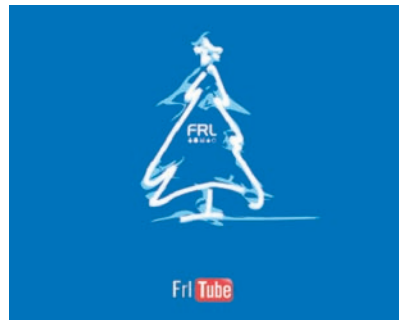
OUR CHRISTMAS MESSAGE TO YOU

This issue of the newsletter is initially being released with the FRL 2007 Christmas card.

This year we have varied from the norm and are introducing an innovative video message from FRL staff.

Having a video crew at the offices proved great fun and we hope it will amuse our clients and candidates.

You can see our Christmas message on our website www.frluk.com/frltube ■



NEW STAFF AT FRL



ANDREW joined FRL in June 2007, having recently completed a degree in Business Studies at the University of Hertfordshire. He has joined the soft services division having previously worked for a rec2rec agency for two years.



BOB began his career in construction as a commercial manager. After 18 years in this role with Bovis Lend Lease he set up their Facilities Management division which he ran for 9 years. Since then he has worked for Amey as a Contract Director and Equion FM as the Sector Manager responsible for their Police and Criminal Justice contracts. Bob is now working in the FRL Executive Division.



CARA joins FRL with a background in Building Services recruitment. She has worked in both National Accounts Management and general recruitment. Prior to working in the recruitment industry, she worked as an English Language teacher for several years and graduated as a mature student in English Language & Linguistics in 2005 from Roehampton University.



CARLISHA joined FRL in late September 2007 as a member of the Front of House team, having previously worked as a medical receptionist, she has extensive customer service and administration experience.



CEM joined in October 2007 as a temporary administration co-ordinator. Having recently graduated from University with a BA (Hons) in Accounting and Finance he has taken on payroll duties for temporary candidates.



FRED joined FRL on the Hard Services perm team in September 2007. He came from Hays where he ran maintenance perms for East London. Before entering recruitment he worked for 6 years for Customs and Excise.



JAKE joined FRL in May 2007. Having previously worked as a children's football coach he has excellent Customer Service and Communication skills, which he wishes to develop further in the recruitment industry. Jake has joined FRL as a Front of House Administrator with the aim of progressing within the company.



LEON joined FRL in September 2007 and has been in the recruitment industry for nearly 3 years, starting in a high street agency and moving into maintenance recruitment in early 2007 and now specialises in technical permanent recruitment. He is a keen martial artist and rock climber and is a regular snooker player.



LIZ joined FRL in June 2007 as a member of the Soft Services team, she has gained valuable FM recruitment experience working within the Soft Services/Building Services arena for over five years. Liz brings extensive experience & a successful track record of placing FM professionals.



NATHAN joins FRL with a background in Construction and Building Surveying recruitment. He has worked in both executive search and contingency recruitment. Previously worked within hospitality and events management after graduating from De Montfort University in 1999. Nathan is an american football coach acting as Offensive Co-ordinator for the Huddersfield Hawks University team.



NICKY joins the team of specialist consultants who provide senior executives to the Facilities Management industry. Nicky has gained valuable senior FM recruitment experience working within the FM arena for over the last three and half years.



PAUL is a recent university graduate who has joined the FRL accounts team to provide him with the knowledge and experience that is needed for the ongoing development of his career.



STUART joins FRL with a background in maintenance recruitment. Prior to his 3 years recruitment experience in the maintenance field he was an accounts assistant for BT.



VANESSA SMITH was recently appointed as Regional Manager for Reading and the South West and has an impressive track record in Facilities Management. Vanessa brings with her over 10 years Facilities Management experience in the industry.

