

Michele A Simon MBA

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CAREER SUMMARY

Amelia Consulting Ltd	Consultant (MD)	Aug 20 to date
Bridewell Care Ltd	Managing Director	Feb 2018 to June 2020
Capital & Counties Properties plc	Head of Operations & PM	Oct 2011 to Mar 2017
Interserve Plc	Director of Operations – Offices	Jul 2010 to Sep 2011
NB Entrust Ltd	Director of Operations	May 2008 to May 2010
Grosvenor Ltd	Director – Grosvenor Service Centre	Jul 2003 to Apr 2008
HQ Global Workplaces	Director of Operations (Europe)	Nov 2000 to Jul 2003
	Group Operations Manager	Nov 1998 to Nov 2000
	New Centre Development Manager	Nov 1997 to Nov 1998
	Centre Manager	May 1995 to Nov 1997
Drake Beam Morin	Administration Manager	Apr 1991 to May 1995

June 2020 to date

Amelia Consulting Ltd

After leaving Bridewell Care I decided to set up my own property consultancy and have been involved with a number of projects:-

Consultant

- Supported on a consultancy project to create a “soft landing” for MP’s and their staff being moved out of the Palace of Westminster to a new building on the Parliamentary estate. Led the Mobilisation programme of the FM services supporting the parliamentary Estate and Construction teams
- Led the consultancy to create an Estate and FM Strategy for a new destination being created in West London (ongoing)
- Developed the strategy for the largest London university to in-source their cleaning and security functions
- Supported with supply chain and property management expertise in the creation of a target operating model for a property investment company who invest in medical facilities – now leading the procurement of a new FM provider to their portfolio.
- Supported with supply chain expertise in the creation of a target operating model for the commercial property department of a leading transport organisation in London.
- Supporting on the development of a performance management system for a government organisation FM contract

February 2018 to June 2020

Bridewell Care Ltd

After leaving Capco I spent 12 months refurbishing my property portfolio and considering my future. In February 2018 I set up a domiciliary care company delivering care at home to vulnerable people in London. Now that the business is established, I have decided to hand over the day-to-day running of the business and move on to a new challenge.

Managing Director and Nominated individual

- Focussed upon latest technology, the business was set up to operate completely “in the cloud”. All areas of the business are operated remotely including co-ordination of visits, telephony, invoicing and payroll.
- Achieved Care Quality Commission registration within 3 months of setting up
- Built relationships with referrers such as councils and doctor’s surgeries around Central and South London which led to many customer referrals.

October 2011 to March 2017

Capital & Counties Properties plc

In October 2011 I was approached by Capco to review the Property Management of their Covent Garden estate on a consultancy basis. The estate has a mix of retail, residential and commercial occupiers requiring different types of customer service and they felt that the quality provided by their external supplier did not reflect the standards of the company.

My recommendations were that there should be a number of changes in the processes and in the management of the suppliers, which could be achieved by setting up an in-house Property Management team. My report was accepted by the Board and I was persuaded to take a permanent role and to implement the recommendations of the report.

Head of Operations & Property Management – Covent Garden

Achievements

- Successfully implemented my recommended Property Management strategy for the Covent Garden Estate.
- Re-negotiated a more equitable 5 year FM contract with the current provider; instigated innovative KPIs and led them to re-organise their team to provide stronger technical and cleaning support.
- Introduced improvements in the service charge process; re-designed the budgeting process, put in place processes to ensure more accurate charging, streamlined the reconciliation process to reduce turnaround times and resolved £500k of service charge arrears built up over 6 years.
- Re-tendered the contract for security guarding across the whole Estate (c£2.5M).
- Successfully implemented a strategy for managing the high-end residential portfolio (rental and long-leaseholder) including concierge services and maintenance teams.
- Streamlined the hand-over process of refurbished properties from Development to PM department.
- Improved relationships with Capco's customers; introduced Customer Forums and instigated a communication processes that is more suited to their requirements.
- Dramatically improved relationships with the Street Performer community which had always been strained with the owners of Covent Garden.
- Created a Covent Garden Management Plan building close relationships with WCC to create a more effective focus on the upkeep of the area.
- Instigated comprehensive processes to ensure a more effective management of major incidents including the development of a wide relationship with the Metropolitan Police and NaCTSO.
- Led the establishment of a Security Business Forum recruiting all the major land owners in the Covent Garden area to participate with a view to co-ordinating security functions.
- Successfully established the Recruit London scheme in Covent Garden (led by Cross River Partnership and WCC) by connecting the Co-ordinators with businesses on the Estate who had job vacancies.

July 2010 to September 2011

Interserve plc

During 2009 Interserve won the contract to supply FM services to HSBC UK offices and retail units. After an initial attempt at running the contract with existing management I joined them, on an interim basis, to develop the offices team (mostly staff who had TUPE'd from HSBC) to improve service delivery and raise their performance in order to achieve the contract KPIs.

May 2008 to April 2010

NB Entrust Ltd

In 2007, NB Entrust was created as a joint venture between NB Real Estate and Helical Bar to provide property services to NB's 800 properties managed on behalf of investment funds. In January 2008 I was head hunted to overhaul their struggling operations. My remit was to raise the standards of delivery and implement new processes and systems. In 2009, we won the BIFM Award for the Best Team Servicing Investor Clients. In February 2010 NB was bought by Capita Symonds who had a different focus and the organisation went through a process of dramatic reorganisation.

Director of Operations

Responsibilities

- Delivery of services totalling £80 million across 800 buildings in the UK
- Management of five Divisional Directors with a team of over 200 people
- Oversaw the operational performance of suppliers, including performance management against KPIs
- Member of the Board of NB Entrust (until acquisition)

Achievements

- Successfully reorganised and created a promotional structure for FMs without increasing overheads
- Successfully developed a unique "cluster" model for working between the NB team and the supplier team, with bespoke training to reinforce the process
- Overhauled the building manager role, including introducing harmonised terms and conditions for all 90 building managers
- Implemented targeted training for all building managers, a new concept for NB
- Introduced a common IT platform for building managers to give access to email and the Intranet for policies and procedures
- Integrated two IT systems, dramatically reducing administration time for the teams
- Overhauled the mobilisation process for new properties, cutting the time taken by 50%.

July 2003 to April 2008

Grosvenor Ltd

Grosvenor is an international property development and investment group with operating companies covering Britain and Ireland, Australia, Asia Pacific and the Americas.

At the end of 2002, the Grosvenor Service Centre (GSC) was created to bring the Property Management of 360 buildings on the London Estate in-house and offer additional services to tenants. After a false start using an internal appointment I was recruited to be the head of the division with a five year remit to build a property management department providing high quality service appropriate to the Estate, at a cost that is acceptable to the Investment managers and the tenants.

Director - Grosvenor Service Centre

July 2003 to April 2008

Responsibilities

- Responsible for the strategic development of the division with an annual budget of £12 million
- Management of 6 Heads of Departments with a team of over 60 people.
- Member of the Grosvenor (London) Committee
- Member of the Grosvenor Health and Safety Board (IOSH qualified)

- Member of the Premises Committee, chaired by the Chief Executive

Achievements

- Successfully created a new team consisting of six departments with a staff that increased from four to thirty people.
- Introduced the concept of 'customers' (rather than 'tenants').
- Put in place a Customer Satisfaction survey process. Levels of customer satisfaction with the service provided by the GSC increased by 19%.
- Developed and put in place a planned maintenance scheme for the London portfolio (after 300 years of irregular 'as required' maintenance). The high quality standards demanded has led to five silver awards under the Considerate Contractors' Scheme, an unusual achievement for this type of work.
- Introduced the concept of Key Performance Indicators within the GSC.
- Successfully rationalised the supply chain and mobilised an external fixed price contract for Facilities Management, including full negotiation with Service Charge paying residents.
- Implemented Health and Safety best practice and management across the Grosvenor (London) portfolio.

May 1995 to July 2003

HQ Global Workplaces

The organisation was the largest operator of 5 star serviced office space in the world. HQ's philosophy was to sell on quality of service rather than price and this attracted blue-chip companies who required high levels of customer care. The period 1997 through 2001 saw rapid growth in the UK division, with an increase from 6 to 40 buildings including 6 in mainland Europe, opened during early 2001.

After September 11th 2001 the US owners changed their worldwide strategy and the company entered a period of contraction. Many of the buildings were closed and there was a major change in culture with extensive reviews of overheads and staff reductions. The UK operation was finally sold in June 2003.

Director of Operations (Europe)

November 2000 to July 2003

Responsibilities

- Responsible for the strategic development and efficient operation of the organisation's Business Centres across the UK and Europe
- Overall responsibility for the property management of the organisation's buildings.

Achievements

- Increased profit margins by implementing cost monitoring procedures:
 - Utilities - saved £220k pa against £492k spend.
 - Communications - saved £750k pa across the group.
- Put in place a strategy for customer service that required the development of:
 - A Standards & Training manual and a new induction and training programme.
 - A measurement and feedback system on customer service standards to ensure that the best practices of the best centres were introduced at the other centres.
- Managed the operational issues associated with a change in strategy from expansion to contraction which included.
 - Closing 9 buildings, including managing all of the redundancy and legal issues.
 - Close scrutiny of management figures to ensure absolute efficiency in all of the remaining buildings, which resulted in more redundancies.
 - Maintaining morale and motivation amongst the remaining personnel.

PERSONAL DEVELOPMENT

IOSH Managing Safely certificate	April 2014
Mobilising FM Contracts	March 2009
Developing an Effective FM Strategy	January 2009
OU Master of Business Administration (MBA)	April 2002
OU Certificate and Diploma in Management	November 1998
RSA Diploma for Personal Assistants	August 1990
University of Lancaster Religious Studies Degree course	September 1986-Oct 1987
GCE "A" Levels	English, Religious Studies
GCE "O" Levels	Ten subjects

PERSONAL DETAILS

Date of Birth	12 September 1966
Marriage status	Married
Children	Step-daughter
Interests	Business Management, Singing, Exercise, Nutrition, Cinema