

## The delegate experience – Straight from the source



We were lucky to meet BIFM Awards Winner 2009, Mark Rycraft at the Awards Ceremony last year and were thrilled with his kind comments about our training programme. Prior to the Awards, Mark recently put together and presented a tender to contract. He believes that his attendance on our series of contracting courses helped support him in the successful delivery of the tender and is more than happy to tell us why...

**Above: Mark Rycraft, Centre Manager Middleton Grange Shopping Centre & BIFM Awards Winner 2009**

### **You impressively collected not one but two BIFM Awards – what were these in recognition of?**

I entered and was thrilled to receive the Marketing & Communications Award. The judges commended me on my “energising, passionate and creative leadership” and the value that I readily add to FM. I was recognised for the implementation of new initiatives which in essence has helped to break new ground with the centre’s success. In addition to this I am really pleased that me and my colleagues have been valued for reaching out to the local community; we have created an enjoyable and beneficial shopping centre for everyone and I could not have done this without my team.

The second award I received was the judges’ Special Recognition Award; this completely overwhelmed me because it was not an entry-based category and was therefore a complete surprise when my name was called!

### **As Centre Manager at Middleton Grange Shopping Centre, what is involved in your day to day role?**

I need to ensure the centre runs smoothly on a daily basis. The centre must support retailers in trading effectively as well as provide customers with a positive shopping experience. In essence this means maintaining and improving the centre’s value. This translates to managing a clean, safe, secure shopping centre that is well promoted and marketed as well as immersed within the community in which it serves. I also need to ensure that the large team of staff are motivated so that customer service is highly regarded. Longer term, strategic 15-year planned preventative maintenance schedules are in place; it’s necessary to be proactive and not reactive! All in all, I see my job as a rewarding and fantastic challenge. In addition to the day to day challenges, I must overcome sometimes unanticipated seasonal scenarios too – for example just look back to the snow we had at Christmas; snow brought in on prams and pushchairs posed risk and the team did exceptionally well to overcome this!

### **Tell us more about your recent tender?**

I was tasked with tendering a full Integrated FM package at Middleton Grange. I wanted to ensure the tender process was a respected process, due to the sheer scale of the contract. Any decision made needed to have been well regarded, amongst the management team and the companies that tendered for the contract.

**You attended the 'Contracting Series'. What did you think of the courses and how did they support the delivery of your tender?**

My attendance allowed me to understand and distil the main components of the tender process so that I could effectively implement the core components in my recent tender. From a legal compliance view, the courses really benefited me in terms of understanding terminology and ensuring that Cushman & Wakefield LLP (the managing agent) were protected at all stages. For the selection process, the courses aided me in the development of criteria used to select the successful contractor. And with regards to managing the chosen contractor the course provided me with the tools, systems and processes best to use.

**The Contracting Series consists of 3 courses: The Tender Process, Contract Management and Negotiating to Win. They next run on 9<sup>th</sup>, 10<sup>th</sup> and 11<sup>th</sup> of February or the 11<sup>th</sup>, 12<sup>th</sup> and 13<sup>th</sup> May respectively. The three can be taken individually or as one for a reduced fee (if taken as one – The Contracting Series, course code CQF).**

**For further information or to book please contact BIFM Training on 020 7404 4440 or follow this link [www.bifm-training.com/BifmFMCoursesFS.htm](http://www.bifm-training.com/BifmFMCoursesFS.htm) and navigate to 'Contracting' on the given menu.**