

## Education and Experience in the Field of Employee Health and Wellbeing

### WORK EXPERIENCE

**London South Bank University (UK):** Employee Health and Wellbeing Advisor      **Dec 2015 to May 2019**

Launched an evidence-based Health and Wellbeing programme for 1700 employees and adopted the London Healthy Workplace Charter framework for action and good practice. I played a vital role in securing the *London Healthy Workplace Charter Excellence Award*.

- Developed and implemented a comprehensive Health and Wellbeing agenda for 1700 staff
- Responsible for **Corporate Communications** relating to the Health and Wellbeing programme
- Attained an 11-point improvement in staff satisfaction regarding the Health and Wellbeing agenda, as indicated by the 2018 staff survey
- Recruited and managed a team of 30 Wellbeing Champions to support delivering the Health and Wellbeing programme
- Successfully organised and executed four Annual Health and Wellbeing Days for staff: 2016/17/18/19
- Raised the profile of mental health with a focus on work-related stress
- Accountable for preparing and presenting high-level reports on the progress of the Health and Wellbeing agenda to the Senior Executive team
- Presented three 'data dashboards' to the Senior Executive team
- Demonstrated the ability to assume the University Duty Manager role for after-hours emergencies and incidents, including weekends

#### Notable Achievements:

- Highly commended for the Colleague of the Year Award in 2018 at London South Bank University's Staff Awards
- I successfully managed full-time employment at London South Bank University while concurrently pursuing long-distance studies at The University of Nottingham, demonstrating my commitment to continuous professional development

### QUALIFICATIONS

**The University of Nottingham – United Kingdom, School of Medicine**

**2017-2019**

Post Graduate Certificate in Workplace Health and Wellbeing (Masters level of study): awarded a Merit

I gained critical insight into the scientific theory and evidence that informs health and wellbeing management in the contemporary work setting and developed a skill set for evidence-based practice.

## Subjects:

- Workplace Horizon Scanning and Health and Wellbeing
- Workplace Promotion of Health and Wellbeing (sedentary behaviour)
- Workplace Stress and Organisational Culture
- Workplace Absence Rehabilitation and Retention

## VOLUNTEERING

### **The Mayor of London's Office/London City Hall: Volunteer Verifier**

**Dec 2016 to Jan 2019**

- Assessed Health and Wellbeing initiatives for organisations aspiring to attain recognition under the 'London Healthy Workplace Charter'
- Conducted on-site assessments, including interviews with representatives, to evaluate the effectiveness of their programmes and determine eligibility for Charter status
- Organisations assessed were:
  - Barts Health National Health Service Trust
  - Chestnut Grove Primary School
  - Hackney London Council

### **Health Innovation Network (HIN) – South London**

Collaborated with HIN to deliver various 'early intervention' health initiatives to employees at London South Bank University, e.g. diabetes type 2 awareness, musculoskeletal pain etc

## **Education and Experience in the Fields of Facilities Management and Parking Enforcement**

## WORK EXPERIENCE

### **The University of Law (UK): Facilities Manager**

**Oct 2014 to Oct 2015**

Responsible for overseeing comprehensive soft facilities management services across diverse departments, leading a team of six staff members. My duties encompassed but were not limited to ensuring health and safety and fire safety compliance, daily setup of forty lecture rooms, distributing course materials to one thousand students, recycling, cleaning, and security.

- Built strong relationships with key clients by understanding their strategic and operational needs
- Demonstrated the ability to resolve conflicting demands and priorities in a dynamic academic institution
- Implemented new team procedures, which vastly improved student services

Provided facilities management services for 1300 people with a team of seven staff members. Including but not limited to health and safety and fire safety compliance, porter services, cleaning, security access, printing facilities, car parking, room bookings, recycling, and garden maintenance.

- Managed day-to-day operations in a dynamic and financially constrained Public Sector environment
- Proved capable of building strong supplier relationships, including monitoring of key performance indicators and service level agreements
- Assumed responsibility for all **Corporate Communications** about Facilities Management

**Notable achievements:**

- Successfully project-managed a complex transition of printing services to a new supplier, overseeing a reduction of 548 printers to 103 over 4 sites within a 21-day timeframe
- Incident Control Manager for building evacuations: developed an extensive fire evacuation procedure and trained 65 Fire Marshals
- Effectively managed and optimised a £400,000 per annum printing infrastructure, resulting in £325,000 of savings over 5 years with an annual output of 3.5 million printed documents
- Account manager for a £1.2 million per annum outsourced cleaning contract for 47 sites. KPI target consistently met 95% of the time
- Accountable for providing resources and facilities in the conference centre for over 100 functions per annum, resulting in a 27% increase in bookings since 2010

Consecutively managed 3 different teams in the parking enforcement department. Annual revenue, > £2.5 million per annum:

**Notable achievements:**

- Supported the organisation's strategic goals by improving employee engagement
- Significantly contributed to increasing the penalty charge recovery rate by 23% in 3 years by optimising procedures and enhancing staff performance
- Applied Change Management principles during an extensive department restructuring and change in legislation (Road Traffic Act 1991)
- Developed skills in balancing needs and a lack of resources in a dynamic and highly challenging environment (due to the 2008 fiscal crisis)
- Reduced formal complaints by 21% from 2006 to 2008

**QUALIFICATIONS**

**British Institute of Facilities Management - United Kingdom**

**2013**

Level 4 Certificate

**Chartered Management Institute - United Kingdom**

**2009**

Chartered Manager Accreditation

**The Chartered Management Institute/West London College – United Kingdom**

**2006-2008**

Level 7 Executive Diploma in Management (Post Graduate level of study)

Awarded 4 Distinctions and 4 Merits.