

Curriculum Vitae

Name: Dr. David North

Profile: A highly commercial business manager, negotiator and project director with a comprehensive knowledge of staff management, facilities strategy and outsourced contract control. A skilled coordinator that builds and develops key relationships with both internal stakeholders and vendor groups. Adept at financial management including capital projects and the procurement process. Skilled at preparing, presenting and adhering to budgetary constraints. A creative thinker with empathic listening skills and a motivational, inclusive team approach to staff management. Delivers results in both Corporate and partner based environments.

Career Highlights:

- Project manager and change consultant for a global financial organisation and international law firm
- Senior Facilities manager for a leading international investment bank managing 1.8m sq ft of space over seven sites across the UK with 7,500 employees
- Managed a team of over 500 employed and outsourced staff with combined annual budget in excess of £40m
- Full partner with the UK leading facilities based consultancy
- Specialist in re-engineering long standing facility contracts to incorporate an enhanced commercial focus emphasising on performance monitoring based upon agreed KPIs and SLAs
- Design and build experience encompassing multiple projects ensuring full compliance within CDM guidelines.
- Established a Corporate Social Responsibility programme incorporating the establishment of apprenticeships and training schemes both on and off site.
- Comprehensively networked including chairing a peer group of facility managers
- PhD and MBA qualified, IOSH and BIFM accredited

Career History:

2013 - Present **Head of Facilities – JLL (HSBC Global Headquarters), London**

Leading a team of seven facilities managers, this position involves total responsibility for the HSBC Global Headquarters in Canary Wharf. Managing over 1.1 million square feet of office space, and with an onsite population of 11,000 personnel, services include engineering, fabric, catering and hospitality, fitness and wellbeing, mail and distribution, cleaning, waste, MAC (moves, adds, changes) and reception services.

Key achievements

- Management of both self-delivered facilities and vendor partner services (many of which have Union representation).
- Introduced a customer focused horizontal facilities structure offering greater contact and support.
- Working with the Global team, launched a new catering, cleaning and reception service with significant improvement in service together with reduced cost
- Restructured engineering services with greater focus on daytime working and customer service.
- Managing annual budget in excess of £40m.

2013 **Facilities Consultant (Project Manager) – Latham & Watkins, London**

As one of the world's leading law firms, Latham & Watkins employs over 2000 attorneys in 33 offices around the globe. In addition to providing a consultancy service for the London office facilities team, this eleven month contract position also involved responsibly for establishing a new guest services model and an outsourcing solution for staff dining and hospitality.

2008 – 2013

UK Facilities Manager (Vice President) - Morgan Stanley, London.

Responsible for the delivery of all soft services to the Morgan Stanley UK estate (seven sites) totalling 1.8m sq ft and 7,500 employees. Services included cleaning, catering, vending, fitness centres, switchboard, receptions (including business units), medical centre, helpdesk, central reservations, employee discounts and all commercial retail outlets. Other responsibilities involved office refurbishments, fabric related issues assisting with office moves and day to day M & E queries. A secondary responsibility involved assisting with lease negotiations, restack projects and office relocations.

Key achievements

- Retendered, renegotiated and remodelled the UK catering contract to incorporate both fully and semi commercial elements across all areas of the business including the traditional 'cost-plus' services. Result; significantly improved service levels plus annual saving of over £1m.
- Integrated three UK callboards into one switchboard and relocated the service from London to Glasgow. Retendered the contract and achieved annual saving of £400k.
- Reduced operational costs and introduced a monthly membership fee for three UK Fitness Centres resulting in a cost neutral operational model. A further remodelling incorporating a commercial focus resulting in additional annual saving of £200k.
- Restructured and retendered the vending contract leading to service improvements and a £600k annual reduction in costs.
- Introduced a new global centralised reservation room booking service and re-engineered the management of the 325 meeting rooms in the UK to achieve greater yield management.
- Expanded the business services helpdesk to incorporate the EMEA campus.
- Remodelled the cleaning services contract to eliminate night time cleaning – annual savings £700k.

In addition to my 'day to day' management activities, I also represented Morgan Stanley within the community assisting ex-offenders from Wandsworth Prison find sustainable employment. As a member of the 'Friends of Wandsworth Prison' group, activities also included forging links with vendor organisations and establishing apprenticeship and training schemes within the Prison.

2008

Project Manager - Citi, London.

Total responsibility for the implementation of change management within the business services department including an advisory service on all aspects relating to facilities management including compliance and the establishment of a code of conduct.

Key achievements

- Retendered and project managed the implementation of a new cashless payment system for an on-site population in excess of 10,000 employees
- Provided an advisory service to Head of Business Services to achieve service improvements and cost reductions
- Headed the projects team for Egg Bank including retendering the facilities contract

2006 - 2008

Facilities Manager (EMEA) - Goldman Sachs, London.

Responsible for the operational management of all the dining, conference and reception services (including business services helpdesk) for the London campus (7,300 employees) in addition to managing the retender of the vendor contract and offering an advisory service to all Goldman Sachs offices within EMEA.

2004 - 2006

Senior Consultant / Partner - The Litmus Partnership Ltd, Camberley.

As a full partner I was involved in numerous facilities based projects (involving both hard and soft services) ranging from business and industry cost reduction appraisals, private and state educational catering assessments to managing contract re-tenders and bid evaluations.

Qualifications and Education:

2012

IOSH – Managing Safely

Workplace Law – Clerkenwell Road, London

2006

Doctor of Philosophy (Ph.D.)

University of Southampton - School of Management

This six year social anthropologic study researched the employment effects and personal consequences of secondary wage earners working part-time unsocial hours.

2000

Masters Degree in Business Administration (MBA)

Oxford Brookes University

Hobbies

and interests:

Piloting autogyro, motorcycling and regular gym user.