50 WAYS
to make a positive contribution
to Facilities Management in Estates Services
50 ways to make a positive contribution to the Estates Services’ Facilities Management Team

The Estates Services’ Facilities Management team is here to provide an excellent, customer focused service to our internal and external customers, facilitating our Estates colleagues, and indeed, the wider University.

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Introduction

Every member of our team makes a difference.

It is easy to forget that. This guide is aimed at being a reminder to you about how to reinforce a positive work environment so you and our teams may thrive.

You may wish to set yourself a goal of reading and applying one of these 50 steps on a weekly basis.

This guide covers three main areas:

- Customer care - the level of service you provide the users of the estate with.

- Contribution to Facilities Management - the way in which your actions contribute and enhance the reputation of the department.

- Management - how you manage yourself and others within your team to achieve strategic objectives.

Each step promotes smart and efficient working practices and aims to provide you all with a gentle reminder of how you can positively contribute to the environment in which you work.

Warmest wishes

Liz Kitchener
Head of Strategic Facilities Management
Customer Care

1. Make your customer feel respected and important.
2. Make your customer feel proud to be associated with the success of the Estates’ Services FM team.

3. Do not rely on customer satisfaction surveys – communicate with customers regularly to find out if they are satisfied with the way things are going.
4. Make sure you fully understand the customer’s priorities before starting a project.
5. Keep reports short, simple, but professional – use photographs where possible and eliminate jargon and acronyms.
6. Do not avoid making difficult calls and always answer your customers.
7. Do not hide any mistakes from your customer, but ensure that there are systems in place to resolve them.
Contribution to Facilities Management

8 Communication is key to everything – pick up the phone and build relationships.

9 Demonstrate the benefits of the Facilities Management team to others – learn to explain what the Facilities Management team does in 60 seconds or less.

10 Get everyone to be customer-facing – this shows you have confidence in your team.

11 Show a sincere interest in academic departments and what they do, as this will improve your service.

12 Understand the running costs of your unit and be in control of it – find solutions without spending money where possible.

13 Get any changes costed and approved before implementation.

14 Ask yourself frequently – “am I making a valuable contribution to the Facilities Management team?”

15 Be ambitious about what Facilities Management can do – it is better to strive for a target than not try at all.
Managing Yourself and Others

16 Make clear the actions you are taking and why.
17 Do not waste time by not knowing – always ask questions if you need to.
18 Review your time-management – ensure you have a clear plan and to-do list for the week ahead and work smartly to achieve it.
19 Make sure you are an expert in the software you use daily – this will help ensure you use time efficiently.
20 Take responsibility for self-improvement – use gaps in your day for training activities.
21 Be clear about what your objectives are and use them to guide your team.
22 Use your Outlook calendar effectively – keep your schedule up to date.
23 If other team members have a habit of wasting your time, resolve this openly and constructively.
24 Think about outcomes before actions – will this contribute towards what you are trying to achieve?
25 Pay attention to the details – this is what makes people and departments above average.
26 Make working smarter your priority – if you put off improving your processes and efficiency, it causes additional work.
27 Tick off admin activities as soon as you can – do not let emails, invoices and management information build up.
28 Keep your desk as clear as possible – this will enable you to think clearly.
29 Encourage your team to find smarter ways of working.
30 Delegate properly – explain the background and objectives, not just the tasks, so they can think about how they will accomplish them.
Know what your team are working on and offer your support where necessary.

If something is worth saying, it is worth writing down, capturing and dealing with the information properly.

Consider phone calls as an opportunity to make progress with someone, not as an interruption.

Do not hold meetings unless essential – avoid arranging meetings out of habit rather than necessity.

Prepare for every meeting and make sure a clear agenda is set.

Learn to chair meetings effectively – badly run meetings are draining, expensive and result in poor decisions.

Do the minutes or action points quickly – preferably before you leave the meeting room.

Maintain a calm and friendly air at all times.

Remain determined – aim for a world-class Facilities Management service.

Convert words into action – do not just talk about doing things, but do them.

Think beyond the current issues – challenge yourself to think ahead to the future.

Do not be scared to try new things – failure is often just a learning curve.

Keep up to date with best practice in Facilities Management and learn from experts.

Think about the business as a whole and how you are contributing to making Facilities Management the best in class.

Enthusiasm is contagious – make a positive impact on those you work with.

Reflect on your leadership approach and constantly strive and challenge yourself to be better.

Praise in public, criticise in private.

Be respectful of people at every level, not just ‘VIPs’.

Always think about the needs of the team and find ways of motivating them.

Do not join in with negative ‘gossip’ – this wastes time and unfairly undermines people.
Our values

**Continuous improvement** – using a variety of methods, including measuring satisfaction, setting challenging targets and monitoring our performance against service level agreements

**Openness, transparency and clarity** – about what we do and how we do it

**Listening** – to feedback, suggestions and comments, actively sought from our customers, and improving our services where practicable as a result

**Timely services** – delivered to mutually agreed timescales. Where this is not possible we will keep customers informed as to why, and when a resolution can be expected

**Fair and equal treatment** – of all customers, staff, partners and suppliers, recognising the value of diversity

**Consultation** – in order to provide a service that meets the needs of our customers

Remember customer service is not a department, it’s an attitude!