

# SCOTT FORTUNE

Resides: Manchester, UK

Work Location: Flexible - globally mobile

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A highly successful Senior Operations/Facilities Programme Manager and Advisor with an impressive track record across major client building and operations transformation programmes within financial and existing contractual parameters which have added significant business value. Exceptional commercial and operations skills are accompanied by strong change management and engagement skills, demonstrated through leadership of complex programmes across challenging operating environments.

## KEY SKILLS & SELECTED ACHIEVEMENTS

### Project Management

- Led and delivered major operations transformation programmes including a significant strategic mindset shift across several BBC regions, delivering successful results within stringent contractual and financial parameters.
- Managed construction and operating procedures of prestigious Manchester Urbis building with recognition for delivering a paradigm shift in build of museums and galleries.
- Coordinated and led several new builds, relocations and existing multisite portfolio mergers including process mapping and management delivering extensive operations efficiencies and financial savings.

### Facilities & Operations Management

- Conducted extensive review for a Middle East corporation resulting in assignment to implement recommendations, realising £1.4m savings; retained on further assignment advising on FM operating models, including technical and financial asset management systems.
- Overhauled business operations on behalf of Granada Holdings, delivering 10% reduction in facilities and operations spend.
- Devised a 3-year operations strategy to support a rapidly growing housing trust, including operating procedures redesign, property refurbishment and contract renegotiations; delivered £220k cost savings and later public authority building contract wins.

### Change Management

- Successful engagement and change management skills pivotal to successful delivery of complex, major programmes and cost savings.
- Trusted Advisor to CEOs, General Managers and Directors across multiple facilities, industries and countries on new and existing portfolios and assets.
- Implemented a company-wide change management portfolio which generated a 15% t/o increase for Siemens Metering Ltd; designed and implemented 5S lean manufacturing programme which received Cranfield Institute of Technology Award.

## CAREER

### 2005 to Present, Management Consultant (Facilities, Operations, Project/Asset Management)

Recommended and retained across several high-profile, diverse and major client international projects across UK, Europe, Middle East, US and Far East. Selected client assignments include:

## **BBC**

- Retained as Specialist Consultant since 2008 to deliver major facilities restructuring and change management across several UK BBC Regions delivering cost savings and transforming business and operations best practices.
- Restructured under-performing Scotland operations through people engagement and input to 3 major strategies, delivering substantial savings through increased productivity; successes recognised through later Operations and facilities management awards.
- Key leadership role in delivery of high-profile Salford Media City facility within 6 months of appointment; designed and implemented hybrid FM strategy which facilitated savings from original facilities contractual agreements.
- Senior advisor on the major portfolio merger for BBC Wales including complex stakeholder engagement, change management and transition to new FM service provider.
- Operations / FM design of highly visible London FM operations programme to create a major, central broadcasting facility for 5,000 staff.
- Identified and delivered substantial savings opportunities which have enabled programming reinvestment through removal of duplication and vastly improved operating models.

## **MAF Dalkia (Ltd) Dubai**

- Initially appointed to review operations and subsequently retained to implement recommendations which delivered £1.4m savings per annum; successes resulted in further contract to advise on FM operating models for the Mall of Dubai (world's largest mall).

## **Guardian Media Group**

- Project managed Channel m Television Station relocation into the Urbis Building, Manchester, enabling station to achieve rapid growth and expansion.

## **Zion Arts Centre**

- Re-engineered operations and facilities management programmes and financial controls creating a 3-year business plan, achieving client recognition for major impact on Centre and organisation development.

## **NHS, Trafford Primary Care Trust**

- Designed and implemented operations and facilities management portfolio for asset management and 15-year replacement programme, with 5% pa cost reductions achieved.

## **Mayday Housing Trust**

- Redesigned operating procedures spanning Health & Safety, property refurbishment, contract negotiations, including partnerships with stakeholders and staff to ensure the customer experience was not compromised; devised 3-year operations strategy which delivered £220k cost reductions and positioning several future contract wins.

## **Miami Arts festival**

- Appointed Art Handling Project Manager including risk assessments, logistics, storage, installation, crowd management and security protocols; secured recommendations and several confidential art handling assignments with private clients.

## **Granada Engineering**

- Redesigned operations resulting in a 10% (£117k) operating cost reduction per annum.

## EARLIER CAREER

- Group Operations/Facilities and Project Director for **Hallogen** where led 150-strong team in delivery of Facilities, Projects, Domestic, Catering and Technical Services, Security (including Royal Family Security), Health & Safety and Asset Management and a £3m budget.
- Designed and delivered new training strategy including integrated BPR and Change Management techniques; increased throughput at **Sheffield University** as a result of introducing 'Manufacturing the Service Industry' programme during tenure at their Business Management School.
- Implemented Group-wide change management portfolio which generated a 15% increase in turnover; designed and implemented award-winning 5S lean manufacturing programme and project managed manufacturing operations outsourcing at **Siemens Metering Ltd** as Operations, Change and Project Manager.

## CONTINUED PROFESSIONAL DEVELOPMENT

- Total Quality Management
- European Federation of Quality Management
- 5S – a Japanese systematic approach for productivity, quality, process and safety improvements
- Change Management
- CDM
- Conflict Management
- Security Industry Authority Parts 1&2
- Risk Assessment (including Royal Family Protection)
- HSE
- Crowd Management
- IOSH (Health & Safety)