

James Bell

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FACILITIES MANAGEMENT - HEALTH & SAFETY - TECHNICAL & MECHANICAL

The contribution that I make with everyone that I engage is significant. I base my ideas and decisions on logic and common sense, to create pragmatic solutions. With skills developed through a diverse career and through my own conduct and high standards, I influence others and communicate excellently with people of all backgrounds & abilities.

AREAS OF EXPERTISE

- | | | |
|--|---|---|
| ➤ Infrastructure & Facilities Management | ➤ Health & Safety | ➤ Haulage; Warehousing; Vehicle Workshops |
| ➤ Project Management | ➤ Construction; Plumbing; Property maintenance | ➤ Customer Service & Retail |
| ➤ Microsoft Collaborative & Project Management Tools | ➤ Problem Solving, Decision Making & Organisation | ➤ Communication |

RECENT EMPLOYMENT

Wm Armstrong (Longtown) Ltd

23 March 15 to present

Group Support Manager for Facilities; Health & Safety; Training

A diverse business of haulage, logistics and warehousing (palletised, general haulage including hazardous, tankered milk & livestock), and commercial garage facilities (vehicle maintenance & sales). Located across multiple sites in the UK.

I Manage a team consisting of a Training Manager and a Health & Safety Adviser, with myself for Facilities, and sit on the Operational Board as part of the Senior Leadership Team. For the group and reporting directly to the Managing Director & Board, I'm responsible for:

- Project management of building maintenance & refurbishment projects.
- Co-ordinating planned preventative maintenance, statutory records & reports.
- Tendering for building & site projects.
- Co-ordinating the health and safety, systems and procedures.
- Working within the accreditation standards of various frameworks to progress the business towards ISO alignment.
- Managing the risk assessments & production of safe working practices.
- Auditing and inspecting departments, reporting to the Managers with advice for improvements.
- Incident & accident investigations with root cause analysis.
- Monitoring performance and the implementation of key priorities.
- Developing and delivering training. Managing the Learning Management System.
- Managing operational improvements to minimise environmental impact.

Debenhams Retail Plc

November 2011 to March 2015

Selling Support Manager

Managing the back of house functions of the store, e.g. the warehouse, technical services, security, business support and cleaning.

- Managing the technical department, maintenance and servicing in line with statutory requirements.
- Ensuring that health, safety and welfare standards were met in line with policy and legislation.
- Working with the teams to ensure compliance with audit and business standards.
- Accident and Incident investigation.
- Risk Assessments.
- Managing & auditing stock control & accuracy to protect store profit.

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Technical Services Adviser

Responsible for all the technical elements required for the store to operate at the highest standards. This encompassed: -

- Building maintenance (plumbing, electrical, joinery, painting)
- IT (EPOS, equipment installation & maintenance, software, LAN, patching, phone system)
- Building Management System (air conditioning, lighting)
- Fire Alarm, CCTV, Emergency Lighting
- The management of statutory maintenance & servicing
- Managing contractors
- Statutory inspections/insurance
- Health and Safety (inc. risk assessments, health & safety committee, accident investigation, training)

PROFESSIONAL ACCREDITATIONS

Institution of Occupational Safety and Health (IOSH)

TechIOSH

EDUCATION AND QUALIFICATIONS

NCRQ Level 6 Certificate in Applied Health & Safety

August 2021

Grade: **MERIT**

NEBOSH General Certificate in Occupational Health and Safety

June 2010

Grade: **DISTINCTION**

PASMA Mobile Access Tower

Construction Site Manager's Safety Certificate (SMSTS)

December 2009

Redcar and Cleveland College, Redcar

2003 - 2005

- Level 2 NVQ in Mechanical Engineering Services - Plumbing
- Adult Learning Certificate for Outstanding Achievement in 2004-2005

Ian Ramsey School, Stockton-on-Tees

1984 - 1989

8 GCSEs at Grade A-C – Including Sociology (A), Mathematics (B), English (C), Physics (B)

PERSONAL DETAILS

Driving License: Full, clean

INTERESTS: Keeping fit – Running; Swimming; Cycling; Yoga
Outward bound activities – Camping; Hiking
Music – Production
Cooking and eating good food

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OTHER EMPLOYMENT

Carillion Plc

July 2008 to November 2011

Construction Placement & Monitoring Officer

Closure & Redundancy

Enlisted and managed 60+ Construction Apprentices with 40+ Employers, working on sites across Cumbria and the Scottish Borders.

- Collaborated with local housing association on apprentice placements in property refurbishment and maintenance.
- Promoting the apprenticeship scheme enlisting employers & apprentices in - Joinery, Bricklaying, Plastering and Painting & Decorating.
- Risk assessment of work placements.
- Coaching the apprentices, employers and staff providing on-going guidance, support and information on current health & safety legislation.
- Producing and delivering health & Safety training and briefings.
- Accident/Incident investigation and reporting.

Self Employed

September 2005 - July 2008

Construction Operative with Carillion Plc.

Civil Construction Wind Farm Project and my main duties included:

- General site duties e.g. control of visitors
- Site maintenance e.g. plumbing
- Assisting other trades e.g. concreting
- Plant daily inspections

Plumbing and Heating Engineer with Billingham gas, heating and plumbing

Experience of installation, maintenance and repair in all areas of domestic plumbing and heating.

Royal Bank of Scotland

March 2003 - September 2005

Head Cashier / Customer Services Officer

I worked at the counter serving customers and ensuring that they receive an excellent service experience at their main point of contact with the bank. I talked with the customers to identify any banking needs which can be addressed to save or make money or make life easier.

- Business banking
- End of day balancing
- Generation & follow-up of sales leads
- Handling customer transactions
- Promoting the banks products
- Dealing with enquiries and complaints

Abbey National

1993 - 2003

Team Leader

I worked in an administration and contact centre which processed mortgages. I was responsible for the day to day operations of a small team.

- Planning & controlling work in line with service standards and targets
- Staff development & appraisal
- Monitoring & reporting teams performance
- Managing sickness & absence
- Complex post & complaints