

BRADLEY COETZER

Co. Tipperary, Ireland • +353 89 987 3532 • brad23gp@gmail.com • linkedin.com/in/bradley-coetzer-754a4051

PROFESSIONAL PROFILE - Facilities Management Specialist | Operations Manager

A qualified, solutions-oriented General/Operations Manager with 35+ years of leadership experience in facilities and hospitality management, driving operational effectiveness, business development strategies and high performing teams to deliver on ambitious KPIs in line with corporate objectives. People management skills, innovative/strategic thinking and business acumen equip him to identify opportunities and implement frameworks for streamlining processes and maximising productivity for superior service delivery. He is well-equipped to add significant value in any business seeking a proven General/Operations Manager to provide the necessary foundation and impetus for business growth.

Specialisation: Facilities Management, Security, Hospitality, Operations Management, Property Management

COMPETENCIES & SOFT SKILLS

- Facilities Management
- Participative leadership
- Numerate
- Strategic/Analytical Thinking
- Creating solutions
- Maximize Business Potential
- Professionalism
- Energetic/Results Driven
- Entrepreneurial
- Creativity
- Determination
- Multi-tasking
- Problem-solving
- Leadership
- Analytical

AREAS OF STRENGTH

- **Leadership** - Providing a supportive, synergistic and innovative environment for business growth.
- **Facility Management** - Ensuring standards, controls and best practices are applied for facility success.
- **Operational Management** - Optimising processes for greatest effectiveness, efficiency and productivity.
- **Project Management** - Planning, overseeing and monitoring project progress to meet pre-determined goals.
- **Stakeholder Management** - Investing time and collaborating with diverse professionals to achieve desired goals.
- **Communication** - Presenting, delegating, reporting at all levels with clarity, confidence and influence.

Software Skills: MS Office Suite, VIP Payroll, Pastel, SAPR3

CAREER SUMMARY

- **Senior Regional Facilities Manager ROI & UK (Pareto FM)** – Ireland & U.K.- April 2024 - Present
- **Operations/Facilities Manager (CBRE / GOOGLE)** – Ireland- August 2023 to March 2024
- **Operations/Facilities Manager (Huckletree Group)** – Ireland & U.K. – Feb 2023 to July 2023
- **National Facilities & Tooling Manager (Atlantic Aviation Group)** – AAG Ireland & U.K. - 2022 to 2023
- **Regional Facilities Manager (Abbott Group)** - Apleona Hsg Limited Ireland - 2019 to 2021
- **Director (Boating & Yachting)** - Pelangi Resort Group - Mauritius - 2014 to 2018
- **Regional Operations Director** - FMS Solutions - South Africa - 2012 to 2014
- **Implementation & Solutions Executive** - Drake & Scull - South Africa - 2011 to 2012
- **Vice President | President** - Ireko Facilities (BAI Group) - Mauritius - 2008 to 2011
- **Managing Director** - Easiclean - South Africa - 2005 to 2008
- **General Manager** - Rebserve Mvelaphanda - South Africa - 2003 to 2005
- **General Manager** - Chubb Electronic Security - South Africa - 2002 to 2003
- **General Manager** - Easipark Parking - South Africa - 1999 to 2002

**References are available upon request.*

EDUCATION & QUALIFICATION

- **MBA** - (Economics, Business Economics, Business Administration & Law) - Canterbury University - 2005
- **MDP & EDP** - (Economics, Business Economics & Law) - Wits Business School - 2003 - 2005
- **Bproc / LLB (Law)** - Wits University / Unisa - 1979 - 1983
(Contract Law 1 & 2, Accounting, Latin, Criminal Law 1 & 2, Mercantile Law, International Law, Afr Ned, English.)

Courses Completed:

- **Finance For Non-Financial Managers** - Centosis Mauritius - 2009
Budgeting, P&L responsibility, Finance, Governance
- **Strategic Selling Diploma** - Wits Business School - 2004
Marketing, Advertising, Sales
- **Security Officers Board No: 409152** - SIRA (Security) - 1995
- **Contract Cleaning (Diploma)** - Wetrok, Columbus - 1995
- **Real Estate Management** - SAPOA - 1990

WORK EXPERIENCE

Senior Regional Facilities Manager ROI & UK (Pareto FM/Flutter)

Key Duties:

- Ownership of day-to-day operations which includes daily management of onsite team. This includes for all core functions cover Management, Front of House, Cleaning, Security, Engineering, H&S Management, Post room, Catering, Events, and all other ancillary services.
- Deputizing for other Flutter Workspace managers during their annual leave. This candidate will need to understand the operations fully to be able to deputize in their absence and sort various operational challenges during their time away.
- Weekly operational briefings with the client representative to explain the operational challenges and opportunities on site. These weekly meetings will be documented, and the minutes shared with all key stakeholders.
- Completion of monthly management reports that cover all services across all sites. This will be delivered to the client within 10 days of the following month and will include full PPM and H&S data. This will extend to quarterly strategic reviews that will senior stakeholders to drive the strategy of the overall contract.
- Assistance with the implementation, management, and delivery of a global CAFM system working closely with the customer to ensure it is fully optimized.
- Implementation of standard operating procedures for all base functions of the service delivery. This will include designing, writing and delivery these SOP's and ensuring they are followed to UK standard.
- Full accountability for understanding the baseline contract and ensuring that all base services are delivered without exception. Reporting week/monthly/quarterly to ensure all requirements of the contract are met.
- Act as the senior point of decision making for the team and the key point of escalation to ensure the client is free to manage at a strategic level.
- Completion of all HR related tasks including appraisals, salary reviews and disciplinary procedures.
- Working with the Account Director to implement a full Learning and development program to be rolled out across all sites within the Pareto portfolio.
- Manage core sub-contractors effectively ensuring they are operating in line with their specifications and delivering value for money.
- Completing quarterly audit reviews with all core sub-contractors including SLA scoring.
- Provide support for large scaler projects across the portfolio.

Health & Safety Management:

- A thorough understanding of health and safety to always ensure compliance across the operating portfolio in line with the company standards.
- Conduct regular audits to ensure statutory items are adhered to.
- Managing RAMS process for all team members including Toolbox Talks.
- Reporting to client on H&S related incidents on an immediate basis.

Service Delivery:

- To lead the operational delivery of several facilities management contracts in London
- Develop strong relationships with clients and Pareto FM teams.
- Responsibility for financial performance of each contract
- Focus on innovation in service delivery and exceeding customers contractual requirements.
- Offering innovation around business processes and leading re-engineering projects
- Oversee the management of projects within the portfolio.

People Management:

- Management of on-site team
- Communicate effectively in both written and verbal format to ensure that your team are clear about our expectations.
- Manage all disciplinary, sickness and grievance in line with Pareto policy with support from your management.
- Provide regular feedback on performance as required.

Client Liaison:

- Be the key client contact point for all issues.
- Provide regular formal and informal client communication.
- Facilitate monthly/quarterly client meetings as required.
- Write client reports as required.
- Minute client meetings.

Be a trusted source of innovation for the client in service

Operations & Facilities Manager (CBRE / GOOGLE HO)

Key Responsibilities:

- Leading the implementation of our Facilities Management (FM) and workplace strategy.
- Leading the proactive management of our FM services to deliver smooth and easy day to day operations and workplace experience for our business and people, in line with regulatory and legislative frameworks.
- Leading and developing the Facilities team.
- Managing, in conjunction with our outsourced FM Services Providers, the operation of the Building Management Systems, air conditioning, access control, reception, cleaning, security and general FM operations on site.
- Leading the sourcing and management of third-party suppliers to ensure delivery of services in line with agreed SLAs, budgetary requirements, and business risk appetite.
- Managing internal and external stakeholder relationships such as other Google departments (Gogo & Govo), sub-tenants, landlords and managing agents.
- Managing the facilities budget across the 28 sites.
- Ongoing monitoring of expenditure and monthly accruals.
- Approving invoices within the annual budget.
- Leading and delivering 'green' property and facilities initiatives, ensuring full integration of our carbon reduction and environmental corporate responsibilities agenda. Net Zero (with particular emphasis on renewability, cost and consumption of energy within the business as well as paper usage, waste disposal and innovative initiatives with our suppliers).
- Planning and leading the implementation of Property, FM and Workplace projects such as refurbishments and relocation of offices.
- Owning & managing relevant policies including Physical Security, standards and processes to positively influence behaviours and values, control cost, minimise risk and ensure operational effectiveness for our people and business.
- Striving to make things better every day for our workplace experience; finding new ways to improve our property and facilities services; driving better value, maximizing efficiencies and reducing our costs.

Operations & Facilities Manager (Huckletree Group) Huckletree Group, Ireland - UK is a provider of integrated office space and services to clients and members.

The Operations/Facilities Manager at Huckletree is a fundamental role in the Operations Team that supports the wider Community Team in keeping our buildings running in tip-top shape for our Members and Teams alike.

Working alongside the Head of Facilities Management and a team of high-energy General Managers, the Operations/Facilities Manager will manage a wide range of reactive and proactive facilities management responsibilities including soft FM services, hard FM services, repairs, building improvements as well as health and safety responsibilities.

Key Contributions:

- Responsible for delivering of Hard and Soft services to all buildings within the Huckletree Group in Ireland and the United Kingdom within budget.
- Support Head of Facilities Management on the day to day management of the UK-based Huckletree group portfolio (currently 5 buildings)
- Participate in various contractor/site/colleague meetings as required
- Carry out regular building inspections, highlighting and actioning any defects quickly and promptly as and when discovered to ensure the smooth operation of all building functions
- Assist with solving building service related problems
- Respond appropriately to emergencies and urgent issues as they arise
- Liaise with contractors regarding any planned maintenance or reactive works, ensuring items such as quotes are received in a timely manner
- Maintaining and ensuring all risk assessments, method statements and work permit procedures are adhered to for all activities
- Assist with the management of facilities projects – repairs, maintenance, minor or major works inc capex works and end of member lease studio restorations, supervise and coordinate the work of contractors
- Check that agreed work has been completed satisfactorily and on time, follow up on any deficiencies
- Ensure that high site standards, in respect of cleaning, repair and presentation are achieved and maintained by contractors at all times
- In the event of emergency situations, ensure all safety processes have been followed and carry out thorough reporting afterwards.
- Support the FM department with financial and procurement administration (i.e. validation of invoices and follow up with suppliers/contractors if necessary).
- Maintain internal relationships with the Hub Teams when dealing with queries via phone and email within acceptable deadlines when not working from the office
- Support the development and communication of Policies and Procedures as relevant to Facilities Management
- Other duties, consistent with the role, as may reasonably be assigned from time to time

National Facilities & Tooling Manager (Atlantic Aviation Group) AAG Group, Ireland - UK is an Irish provider of integrated maintenance facilities of aircraft.

Key Contributions:

- Responsible for delivering of Hard and Soft services to all Hangars and offices within the AAG Group in Ireland and the United Kingdom within budget.
- Agreed-upon time schedules, statutory requirements, customer satisfaction, and promoting AAG group performance and reputation with clients.
- Supporting business development strategy.
- Sustainability program development and implementation.
- Identifying and implementing Energy efficiency and saving initiatives.
- Lead interface with architects and surveyors, for projects and growth initiatives.
- Delivery of operations, maintenance and reactive services
- Management and inspection of specialist service subcontractors for the Aviation industry.
- Responsible for Facility and Project services to three (3) AAG sites within Ireland and the U.K.
- Responsible for annual budgeting and monthly P&L's in relation to Atlantic Aviation Group Facilities & Tooling Management (+/- E 9,000,000.00 p.a.)

Regional Facilities Manager (Abbott Group) - Apleona HSG Limited, Ireland - 2019 to 2021

Apleona, part of the global Apleona Group, is an Irish provider of integrated facilities management.

Key Contributions:

- Responsible for delivering the contract and achieving the elements of the contract within the contract budget, agreed-upon time schedules, statutory requirements, customer satisfaction, and promoting AFMS group performance and reputation with the client
- Supporting the AFMS group business development strategy
- Identifying and maximising new business opportunities
- Lead interface with the client
- Delivery of operations, maintenance and reactive services
- Management and inspection of specialist service subcontractors
- Responsible for Facility and Project services to seven (7) Abbott sites within Ireland.
- Management of all seven sites, Hard & Soft services, staff, contractors and procurement.
- Responsible for annual budgeting and monthly P&L's in relation to Abbott Group Facilities Management (+/- E 20,000,000.00 p.a.)

Director (Operations) - Pelangi Resort Group - Mauritius - 2014 to 2018

Role Overview: *Building Automation System (BAS) for Pelangi. The BAS will automate activities such as Wi-Fi, video on demand, HVAC, lighting, audio-visual equipment, intercoms and appliances within the resort.*

Explanation: *The Pelangi Resort, Saint Felix will have integrated communications and technology systems that represent the pinnacle of what smart technology has to offer to improve service quality, deliver exceptional guest satisfaction and increase revenues. Not only are all the applications and technologies easy to learn, efficient and effective, but they will offer a personalised, seamless customer experience that will set the resort apart from its competition.*

Key Contributions:

- Researching, recommending and implementation of forward-facing solutions

Regional Operations Director - FMS Solutions - South Africa - 2012 to 2014

Key Contributions:

- Facilities Management of 476 clinics and hospitals in the Eastern Cape
- Management of sites, staff, vendor contracts, spending and procurement
- Client liaison
- Portfolio growth
- Ensured monthly KPIs were achieved
- Business development - Identifying new business opportunities and pursuing them

Implementation & Solutions Executive - Drake & Scull - South Africa - 2011 to 2012

Operates as a general contracting and engineering company. The Company delivers projects and solutions in general contracting, engineering, rail & infrastructure, oil and gas, water and wastewater treatment.

Key Contributions:

- Fostering a safe working and compliance culture throughout the various team disciplines
- The setting, monitoring and achieving of key performance measures (KPIs) where applicable
- Maximising margin performance via achievement of incentive mechanisms
- Contract, site and customer profitability inline/above budget
- Work to exceed and achieve growth targets

Vice President | President - Ireko Facilities (BAI Group) - Mauritius - 2008 to 2011

A service provider specializing in professional cleaning of offices, buildings & houses, Events

Role Overview: *Preparation, post-construction, and maintenance of the newly constructed Apollo Bramwell Hospital in Mauritius (\$ 1,75 Billion). The team managed exceeded 250 personnel and was significantly more at critical times.*

Key Contributions:

- Management of a large team who took the property from the builders and completing the preparation of the building for use including deep sterile cleaning of all areas. (This included specialist knowledge of machinery and products which he sourced from various overseas locations and arranged import to Mauritius.)
- Managed and maintained accommodation for over 1300 employees.
- Maintenance of all premises owned and rented by the British American Investments Group including banks, and secure installations.
- Led the facilities management function of the Company
- Maximised property owners' net rental incomes and capital gain by efficient and effective maintenance of buildings as well as ensuring a high occupancy at market rentals.