



Optimum Facilities Management

M: +44 (0)7590 010201 E: bill@optimumfm.com W: www.optimumfm.com

PROFILE: Bill Oatham – Director

PROFESSIONAL MEMBERSHIPS

[Chartered Management Institute](#)
[British Institute of Facilities Management](#)
[Institution of Engineering & Technology](#)



CAREER SUMMARY

A highly accomplished Property & Facilities professional with significant international achievements in Strategic, Operational, Transformation and Customer Relationship Management, with a strong track record in aligning service provision to the overall imperatives of organisations within the private and public sectors. Bill has significant direct and third party management experience, naturally self-motivated, flexible and consultative in approach while creating and delivering business performance solutions globally and locally, including Complex & Emerging Markets as a Client, Service Provider and Consultant. This enables him to take a three dimensional business and commercial view across a variety of market sectors. He also has central government security Counter Terrorist Clearance (CTC) and is PRINCE2 and IOSH qualified in addition to his core qualifications and professional memberships.

ACHIEVEMENTS SUMMARY

<ul style="list-style-type: none"> • Winner of the British Institute of Facilities Management (BIFM) Innovation Award • Created & Implemented new In-House and Outsourced Integrated & Total Facilities Management solutions Globally & Locally delivering significant Service Improvements and Best Value inclusive of Rent & Service Charge Recovery to Corporate, Retail and Manufacturing properties and Listed Buildings • Procured & Renegotiated IFM & TFM Services Contracts delivering savings in excess of €23 Million while increasing internal and external Customer Satisfaction for the Americas, LATAM EMEA, India & APAC regions • Designed & Delivered 5 Star Front of House Concierge & Reception services improving the Customer Journey & Guest Experience • Project Managed the complete relighting of Trafalgar Square, the refurbishment of the Mansion House, Apsley House, Guildhall, and other historical listed buildings 	<ul style="list-style-type: none"> • Achieved City of London Gold Environmental Award 3 years in succession. • Consolidation & Rationalisation of Property Assets and Facilities Functions providing Flexible Workplace systems maximising space utilisation leading up to and following mergers, acquisitions, relocations and disposals of companies and properties in the UK and Internationally including Complex & Emerging Markets and Hostile Environments • Delivered Client Side and Service Provider Workshops for Conflict Resolution, Customer Relationship Management and Motivational Techniques, including Coaching & Mentoring for Teams & Individuals • Transformed areas of the UK's largest Public Private Partnership (£427M) from a loss making concern and failing KPI's to a profitable position within 12 months, exceeding all KPI's and generating new business while having full P&L and CRM responsibility
---	--