



Spotlight on Facilities Manager, Megan Smallshaw

Why did you begin a career at Mears?

Before beginning my career at Mears, I was working part-time in retail. I wanted to progress into a 'proper' job. I wanted something I could get stuck into and make my own.

I saw a vacancy for an FM Helpdesk admin role for Mears in 2019 and I went for it. The team appointed me, and I soon fell in love with my job. I then wanted to progress and improve my knowledge in the world of FM. I began a Level 2 apprenticeship alongside my full-time job, which allowed me to get out and about with management and engineers, to see how we successfully deliver our FM services. I could see that I was making a career for myself.

After my apprenticeship, a job opportunity became available for a Facilities Manager to join the branch. I got it and it's been a whirlwind since!

What's the best thing about working in Facilities Management (FM)?

I have been in this role for eight months now and I'm loving it – there's never a dull moment! No day is the same. One day I could be covering reactive maintenance and managing staff, and the next looking at invoices and client applications. There are always new challenges to overcome, and I have to adapt to whatever lands on the table.

The FM team is great. We're a tight knit team and everyone offers support and advice when needed. I was apprehensive at first moving into my first management position, but I feel lucky to be in a role with a great network of people around me.

What are your best tips about working in FM?

Always think outside the box for new and more effective ways to complete tasks. Tackle one thing at a time and don't overwhelm yourself.

What does a typical day look like for you?

I arrive at the office at 8am and check the Outlook inboxes to see if there is anything to action from the day before. I then check over the Out of Hours (OOH) reports from our Customer Service Centre (CSC) to see if anything needs raising on MCM Live.

After that, I go over the previous day's jobs for the engineer and subcontractors, either moving them through for invoicing or creating follow-on works if required. I check the Mears Subcontractor Portal (MSP) for the same thing. Throughout the morning, I also look into the statuses on MCM to see if anything needs moving through to the invoicing stage, reducing aged works in progress and debt.

Go for it! No day is the same in FM, there's always something different to do. You learn something new every day.

As I'm based at Rotherham branch in the New York Stadium, at lunchtime I like to get out of the office and stretch my legs. I like going for a walk around the football ground and getting some fresh air. When I get back to my desk, I then complete any outstanding quotes that need to be sent off for client approval and log onto MCM again to check over the days jobs. My day then finishes at 5pm.

What advice would you give someone thinking about beginning a career in FM?

Go for it! No day is the same in FM, there's always something different to do. You learn something new every day.

Are you interested in working in FM? Learn more about our FM vacancies here:
<https://careers.mearsgroup.co.uk/>

