

Case Studies

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Studying with MITIE Cameron Bowditch

Cameron started working for MITIE aged just 18 in September 2007. Having completed his A levels at Alton college in Hampshire, he was unsure what the best route for him would be in terms of progressing his planned career within the construction industry. He didn't know whether to go to university or to try and find himself a job directly within his field of interest. "I felt that I would best suit a working lifestyle where I could learn from hands on experience and guidance from experienced individuals who deal with construction issues on a day-to-day basis rather than being stuck in a classroom and only being taught the theory."

MITIE was able to offer Cameron a fantastic opportunity which combined hands on work experience and study. A day release Construction HNC course would ensure Cameron achieved that vital qualification, which would ensure his progression in the business, while at the same time allowing him to support what he was learning through hands on experience in the workplace. And all this while earning a salary.

"My current role at MITIE is that of a Trainee Project Coordinator which is very diverse. MITIE has developed me a specific programme to cater for all of my needs so I experience a rounded perspective of all different kinds of job roles. This enables me to get a good idea of what each job entails which will help me choose what I'd like to specialise in. MITIE has provided me with the best possible start in working life with a platform to work and succeed from.

"Looking to the future, I want to complete my four-year HNC course and then, with any luck, I'll go on to gain my HND with MITIE's support."

Climbing the career ladder Emma Boniface

23 year old Emma has been working for MITIE's security business for over five years. She originally joined when she had just turned 18 as a Credit Control Assistant. Her intention was to work for a year, and then go to university to study accountancy. However after six months, she was given the opportunity to study for her AAT (Association of Accounting Technician) and shortly after that an Accounts Assistant vacancy came up. She successfully applied for this position, and decided that the experience and qualifications she was gaining outweighed what she would gain from taking up a place at University. She successfully passed her AAT at technician stage, and then after a six month break began her CIMA qualification (Chartered Institute of Management Accountants). The next step was promotion to Management Accountant where her role within the security business's head office team then changed significantly, encompassing more strategic context. She has since passed several of her CIMA exams with a further three left to pass. She has also recently been promoted to Finance Manager, which has provided her with further exciting challenges.

Gaining different experiences

Beverley Winrow

Beverley, aged 27, is a prime example of how an individual's career can progress and change in a relatively short space of time with the continued support of the business.

Beverley first joined MITIE in 2003 as an Administration Supervisor after studying at university. Shortly after that she took a change in her career direction and became a Facilities Manager, gaining a number of qualifications along the way, including IOSH Health and Safety. Another career change saw Beverley enter the world of HR and yet more studying, this time a CIPD qualification in Training Practice along with an ILM level 3. Currently Beverley is employed as a Senior HR Advisor and is studying for a CIPD Post Graduate Diploma. In the longer term she hopes that her qualifications coupled with the wide ranging hands on experience she is gaining will see her promoted to HR Manager and eventually HR Director.

A Real Apprentice – you're hired!

Muhammed Ibrahim

Unlike the rest of his siblings, Muhammed decided that rather than going to university he would rather learn from a hands on approach than sitting behind a desk.

Prior to joining MITIE he had undertaken a Modern Apprenticeship NVQ level 2 and had a part-time job in retail. He started looking to broaden his horizons, and for opportunities to educate himself.

"I heard about the Real Apprentice scheme from an agency that I was with and was really interested in joining a company as big as MITIE. It didn't seem like just another training course because you have the chance to prove yourself and earn yourself a job.

"During my training I was based in our engineering services division. I really enjoyed my placement and learnt a lot while being there. I was really lucky I had such a good team to work with, who were always more than willing to help.

"I'm still working for that part of the business and am based on site. My role is Trainee Document Controller / Trainee CAD (computer aided design) operator. It basically means co-ordinating documents and the information flow on site and ensuring that everything is kept to a standard, such as the contract files and drawings.

"My future with MITIE is promising. My training with the Real Apprentice may be over, but there is so much more to learn. Once my training is over, I have been offered the chance to go to college one day a week so that I can enhance my skills and hopefully complete a CAD course and really better myself."

Moving Around within MITIE

Chris Ake

Chris, 38, started with MITIE nine years ago as Group Management Accountant when MITIE turned over just £364 million and the central finance team consisted of just five people. In the four years that Chris held this role he gained an enormous amount of valuable experience as the company grew at full speed.

The time came when Chris fancied a change of role. However, he loved working for MITIE and started to investigate internal opportunities. At the time, MITIE was setting up the security part of the business and was looking for a Finance Director. Chris applied and was successful. Over the

next 2 years, Chris was part of a team that worked to establish a national presence for MITIE's security business, through organic growth and acquisition.

In 2006 when MITIE bought a large competitor within the security industry, Chris decided it was time for another new challenge and moved into a commercial position as Commercial Director for the security business, based in London. His latest move was to the Corporate Development team as Mergers and Acquisitions Manager.

Chris remarks: "I've been fortunate over the years to be able to use the group to grow and further develop my career and would encourage everyone else to consider it. It pays to ask."

Transferring to MITIE and staying with us

John Holcroft

John Holcroft was transferred to MITIE's engineering maintenance business in August 2003 on the Nokia contract as a porter where he stayed until September 2004. This is his progression through MITIE, in his own words.

"During the process, I asked the Contract Manager if I could attend college and train to be an electrician and while still at Nokia. With his support, I completed my first year at college and then took a position at Tektronix, on a different contract as it allowed me to progress to a Porter / Site Engineer Improver. This was an excellent site for me to 'cut my teeth' as a Site Engineer and I gained bags of experience on all plant and electrical systems (and even got a cold shower when a chilled water pipe burst with me underneath it!)

"Having completed my second year at college and seeing the need to gain electrical installation experience towards an NVQ I asked my Contacts Manager to move me to the Projects team. Equipped with a van, I was sent off all over the South and London, covering sites as diverse as courts and Army camps to Police colleges, learning all aspects of electrical installation, both industrial and domestic. I completed my third and final year at college gaining a City and Guilds and NVQ and am now a qualified electrician. Along with these qualifications, I have also been trained in L8, Working at Heights and IPAF (trained to operate Scissor Lifts and Booms).

"I am currently working as the Site Engineer at Vertu for seven months. Here, I am more involved with facilities management, co-ordinating cleaners and projects works, liaising with our client and sub contractors, reactive and PPM works and arranging quotes and all the site administration.

"I will soon be moving on again, this time to the MITIE Mobilisation Team, where I will be involved with plant verification and condition surveys, setting up maintenance schedules and administration systems at sites where MITIE has won new contracts.

"Throughout my career at MITIE, I have enjoyed the support and encouragement of all my managers. All of them have been there to coach and mentor me. What does the future hold for me? I would like to see myself as a MITIE Contracts Manager, who knows!"

Flying high

Neil Glover

Neil Glover joined MITIE's cleaning business in 1997, aged 25, as a Project Manager looking after a schools contract.

After six months, he was promoted to Branch Manager overseeing the East Midlands operation, which predominantly consisted of commercial contracts and Barclays Banks. He then held a number of management roles, increasing his responsibilities and challenges at each step.

In the restructuring of the cleaning business in 2005, Neil, then aged 34, was promoted to the role of Regional Director for Cleaning and National Accounts in the North, looking after approximately £25m worth of business. In his first two years in the role Neil's region has gone from strength to strength, with revenues having increased significantly.

During his time with MITIE, Neil has benefited from the company's strategy of developing and training their managers, completing the Management Development Programmes, (Levels 1 & 2), IOSH Managing Safely and was also one of the first 40 managers selected to complete a Diploma in Management at Henley Management College in 1999.

In 2002, he was the first MITIE employee to graduate through the company sponsored Master of Business Administration at Henley College, which enabled him to study strategy and business transformation and culminated in his dissertation.

Within the same year, Neil was acclaimed 'Young Executive of the Year'. In competition with candidates from 17 countries, his paper on Supply Chain Management was judged the best entry at the World Federation of Building Services Contractors' congress. His £8,000 prize involved a research project in the global investment in cleaning. This included sending questionnaires out all around the world and personally visiting Australia, Japan and the Netherlands.

Self development Ephraim Smith

Ephraim started with the company doing general building works within a small team. While working for MITIE he has developed gradually and is now running jobs which vary significantly, ranging from the refurbishment of kitchens in social housing to the new build fit-out sector. The diversity of Ephraim's skills, make him an invaluable member of the MITIE team.

He enjoys working for MITIE as he enjoys the challenge of having such a varied role. He says: "I genuinely believe that this is a good company to work for. I stay with the company because the Directors listen. At MITIE, they value your opinions and they are appreciative of any input you give. MITIE doesn't see you as a worker but as part of a team."