

FACILITIES
SHOW 18-20 JUNE 2019
EXCEL LONDON UK

CHAMPIONING
THE **INDUSTRY**



**PAUL
MCNALLY**

Facilities Show Spotlight

Paul McNally:

Biography



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BORN: I was born in Liverpool.
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STUDIED: Honours degree in FM at Sheffield Hallam University.
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GRADUATED: I graduated in November 2018.
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CURRENT: Senior Facilities Manager at VINCI Facilities.
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What made you choose FM as a career?

Having left school at the age of 16, I enrolled into an engineering course followed by a construction NVQ. From this I served an apprenticeship in Plumbing and heating, and this was my introduction into the service industry. I also worked in Australia which gave me insights into how the FM industry functioned in different environments. My step into FM management began with Vinci in 2015.

What do you think is required to be successful in FM?

I believe communication underpins all key values within FM, and I also believe innovation and passion enable you to progress within the FM industry. The role of the FM individual is undoubtedly changing due to the advancement of technology and data becoming the richest commodity.

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Who has had the biggest impact on your career, and how?

When I worked for a Facilities department within the Prison service, which was a very challenging environment, my senior manager at the time -Harry Thornhill instilled confidence in me, and ultimately set me on the path that I'm on today. I now try to replicate this mentor model and transcend this onto the operatives that work within our department and other projects.

After leaving the prison service FM team I joined Vinci Facilities and my career really took off and Edward Powner - Senior FM along with Cliff Morgan - Project Manager took me under their wings and began my FM management journey!

You're now developing VR and AI based solutions – can you tell us more about this?

Currently we are trying to merge BIM (building information modelling) and our IT systems such as BMS and CAFM together to give one holistic view. Once this has been completed I intend to utilise AR as tool / vehicle for viewing this data and enabling more realistic training sessions for our operatives.

What have been/ are your biggest challenges?

My biggest challenges have been converting some of my colleagues from an earlier generation, of the benefits and game changing abilities of instilling the latest technologies into our daily working processes. This becomes very rewarding once the individuals realise the importance of this technological assistance and it then subconsciously becomes part of their daily working armoury!

In the industry today, is it more important to be tech savvy or people savvy?

Being tech savvy is the wrong way of looking at it due the vibe that that phrase creates. I believe that all individuals working within the industry benefit from the assistance of technology regardless of their technological abilities. And that for me sums up the challenge that I'm trying to overcome by creating automatic systems and innovations that enhance the deliverer and the end users experience.

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What are your predictions of how technology will continue to shape the industry in the future?

Technology will undoubtedly shape the future of FM and many other service industries, and this will also bring a wealth of new talent into FM from more data / IT backgrounds. I also believe that this will help in terms of the current gender pay gap, due to the fact that the usual route of a maintenance / trade background will become less of dominant route into FM management.

What does winning Newcomer of the Year award mean to you personally?

Winning this year's Newcomer of the year ward has been amazing, and I feel privileged that my hard work and innovations have been recognised and appreciated. This has also given me more energy to drive this industry onto the next level and showcase what we can do to enhance society!

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