

# Facilities and Compliance Manager

**Ben Baker**

People and Facilities Management Team



I work in a dual function role, managing the facilities and health and safety for Health Education and Improvement Wales (HEIW). My job is to ensure a safe, compliant, and enjoyable place of work for staff and visitors. The role is varied and no day is ever the same. I'm regularly planning and undertaking maintenance, managing budgets and contracts, delivering projects, writing policies and procedures, managing a team and dealing with emergencies. There's a lot to do and learn but it's rewarding to know that providing a good service ensures smooth operations for HEIW.

Within my job, I enjoy the diversity of tasks, learning new skills, improving processes, and managing projects to completion. And I enjoy the challenge of helping to reduce the carbon footprint of the organisation. There's a lot of stakeholder engagement involved so I meet a variety of people.

I've been a part of the NHS for four years and I've worked in my current role for three years. I have previously worked in the Civil Service and in higher education institutions, so although I had no formal building or engineering experience when I started this role, I do have a strong background in operations and project management. There are lots of transferable skills suitable for this role so I would urge anyone with an interest to take a look. I actually secured this job when a colleague retired. I was given the opportunity to obtain the necessary qualifications and trained and learnt on the job, and I continue to learn today.

The NHS is very unique and one of the UK's greatest achievements. I believe in the NHS values to provide fair, inclusive, and compassionate healthcare for everyone in society.