

CAREER AND EDUCATION RESUME

Jane Marie Wiggins, MBA, CFM, FBIFM, Licentiate CIPD, DMS, MInstAM (Advanced Diploma), BSc (Hons)	
Accolades	<p>Winner of BIFM Office of the Year Award (new office category) 1996 (establishing and managing BA Compass Centre - Operational HQ) Awarded British Airways Award for Excellence, 1997, for environmental champion initiatives Finalist in BIFM Journalist of the Year Award 2006 (article in FM World entitled "Theoretically Speaking") Tutor for winners of BIFM Student of the Year Award in years 2004, 2005, 2006, 2007 and 2008 Selected as one of the "Top 20 Women in FM" - July/August 2007</p>
Academic & Professional Qualifications	<p>CIPD Diploma in Training and Development , 2007 City & Guilds 7407 Teaching in Further Education, Stage 1&2, Farnborough College of Technology, 2007 Fellow, British Institute of Facilities Management, 2005 CFM, International Facilities Management Association, June 2004 NEBOSH Certificate (Distinction), Farnborough College of Technology, 2003 MBA, Lancaster University, 2001 Advanced Food Hygiene Certificate, IEHO, 1991 Advanced Diploma, Institute of Administrative Management, self-study, 1987 Diploma of Management Studies (Distinction), CNAA, Kingston Polytechnic, 1986 BSc. (Hons) Biology, 2:2, CNAA, Portsmouth Polytechnic, 1981</p>
FM experience	<p>Qualified professional manager with over twenty years experience of facilities management, project delivery and provision of business support services in major blue chip organisations (British Airways, BBC) and education sector (University of Winchester and Institute of Education). Expertise in both operational and strategic aspects of facilities management.</p>
Teaching and Training Experience	<p>Private tuition of 5 students for BIFM Part 2 examinations Modules 2 & 4 in 2003/4 Associate tutor for Malpas Flexible Learning on their BIFM examination programme 2004 BIFM Part 1 lecturer at Resettlement Training Centre (RTC), 2004 to present Acting Course Manager at RTC for BIFM Part 1 course 2007/08 BIFM Part 2 lecturer at Newbury College, 2004/5/6 External tutor for College of Estates Management (CEM) on the FM Post Grad Diploma /MSc course 2005 to present BIFM Programme Manager and Principle Tutor for BPP Professional Education on BIFM examination programme, 2004 to Jan 2009 Facilitator of Education Resources and Facilities Forum workshops 2004/05/06 Tutor for Johnson Controls in-house FM Academy development programme Tutor for UPP Residential Services Ltd FM Education programme</p>
Other academic related activities	<p>Review, update and author of 16 study workbooks for BPP Professional Education for BIFM examination programme Dissertation supervisor on MSc in Facilities Management, CEM, 2006 to present</p>

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Consultant & Project activities	<p>Judge for PFM Annual Partnership Awards 2003, 2004 and 2008</p> <p>Review of IFMA and BIFM qualification schemes for BIFM</p> <p>FM consultant on development of new ILM FM level 3 qualification</p> <p>FM consultant working on development of new BIFM Level 4 /5 /6 qualifications</p> <p>Development of FM strategy models for Facio Consult</p> <p>FM market information analysis catering company, BartlettMitchell</p>
BIFM activities	<p>Chair of BIFM Education Sector Forum 2003/8</p> <p>Member of BIFM Members Council, BIFM Profession Standards and Education And Home Counties Region Committees</p> <p>Judge for BIFM Excellence Awards, 2006, 2007, 2008</p>
Speaker activities	<p>Speaker on FM strategy, customer service aspects of facilities management, both in UK and overseas and more recently on FM development and training. Seminars and conferences include the AUDE, BIFM Annual Conference at Cambridge, BIFM Regional meetings, OFAS Workshop, Quadrilect and SIBM conferences, and the annual Austrian FM conference in Vienna</p>
Publications	<p>Case Study on BA Compass Centre in CFM Casebook University of Strathclyde, 1997</p> <p>Author of Chapter 5 "Front of House and Customer Care" in <i>Complete Guide to Facilities Management</i>, and author of three case studies, formerly published by LexisNexis in 2003, now published by Tottel</p> <p>Regular contributory author to Essential Facilities Management Reports, published by Tottel Publishing, on range of FM topics</p> <p>Member of editorial board of Facilities Management journal, published by LexisNexis</p> <p>Author of 12 features on BIFM Competencies for Facilities Management journal in 2006/7</p> <p>Author of 12-feature series on BIFM awards for Facilities Management journal in 2007/08</p> <p>Numerous articles on FM training and development issues in FMX magazine</p> <p>FM training article in FM Yearbook 2005</p> <p>FM professionalism article for i-FM.net</p> <p>Article on Higher Education for FMs in FM World (BIFM fortnightly magazine - this was shortlisted in the finals of the BIFM Journalism of the Year Award 2006)</p> <p>18 articles for web publication Croners-i Facilities Management on range of FM topics in 2006 / 2007</p> <p>Commissioned by Blackwell to write new FM Pocket Guide in 2009</p>