

## Senior promotion fills new role to improve customer experience

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Service provider [Wates](#) has appointed Chey Godfrey as support services operations manager for its FM business, a new role that will increase the focus on compliance for its growing customer base.

Her previous position was assurance compliance tool (ACT) manager, where she developed and oversaw the management of the company's bespoke solution, which she built from the ground up. ACT provides a central point for customer compliance that ensures quality and efficiency across all contracts, the company explained.

Joining its senior leadership FM team, Ms Godfrey will manage the customer experience, ensuring the business delivers on its contractual commitments as well as developing business systems to improve efficiency.

Her remit will include a range of support services, including compliance, CAFM, contract mobilisation, customer services and safety, health, environment and quality admin processes.

With 20 years of experience in FM, she has been with the company since 2015 and has built a diverse and accomplished career working for both FM providers and clients.

Starting out in customer service, she progressed through help desk and safety administration roles to managing compliance and in 2012 was involved in a six-month rollout of a new compliance system across 900 sites.

Ms Godfrey said: “My passion is in problem solving and finding a better way to do things, and in facilities management this is really valuable to our customers. When I developed ACT, I had an ambition to create a system where all data and compliance logs could be accessed in four clicks or less. I wanted to simplify things for customers to make their lives easier. In my new role I will ensure that our contracts start on the right track and that high quality and compliance are maintained at every step.”

Managing director Antony Collett said: “Chey is one of the most experienced, dedicated and valued members of our team and her commitment to always achieving the best for our customers is very important to both our culture and the work we deliver. As our business grows, I am confident that under Chey’s leadership, we will continue to achieve high standards across all of our contracts.”