

Ensuring smooth operations - the role of Nviro's Asset and Supplier Manager



At Nviro, Dave plays an important role behind the scenes, helping to identify new products and machinery, managing our vehicle fleet and our supplier relationships as well as supporting our service team to deliver high standards by making sure they have everything they need.

We sat down with Dave to take a closer look at a typical day in his life as an Asset and Supplier Manager, to understand how his role supports our clients, their building users and our colleagues.

What does a typical day look like as an Asset and Supplier Manager?

Managing Nviro's vehicles: "Every day starts with a catch-up with the Nviro fleet team to check the status of our vehicles. We discuss upcoming training for Nviro colleagues, so they know how to safely and sustainably use their vehicle. We're also always looking for ways to align our fleet with Nviro's and our clients' sustainability goals. Effective fleet management is crucial for keeping everything running smoothly."

Identifying innovations for our client sites: "We're always looking out for new tools and equipment to make sure our team are able to deliver the highest standards."

Supporting the mobilisation of new contracts: "Another important part of my role is helping with mobilisations. I work with the service team making sure they have the right equipment and chemicals onsite at the start of the contract."

Preparing and completing trials on client sites: "We regularly run trials with new equipment and chemicals, so we can evaluate their effectiveness and impact on our clients' sites. I make sure everything is tested properly so that our teams are always using the best tools for the job."

Supporting client machinery needs: "I'm always available to assist with questions about new machinery which can help improve the cleaning standards on our clients' sites. I work closely with our suppliers to understand and find the best solution for the job."

Ensuring our IT infrastructure is safe and secure: "I'm also responsible for keeping our IT infrastructure running smoothly, ensuring everyone has the tech support they need, and our client and colleague information is safe and secure."

Working with suppliers for best solutions: "I spend a lot of time meeting with our suppliers to discuss innovations and making sure they're delivering what we need for our clients. The partnerships we build with our suppliers are crucial to our success."

What challenges do you face in your role?

"As in any service-based industry, we rely on the support of others. My job is to make sure that we're working with the right suppliers—those who meet our standards, are efficient, can deliver quickly and ultimately support our clients. It's about balancing our high standards with what our suppliers can realistically provide."

How do you support clients within your role?

Providing equipment on time: “We make sure materials, machinery, and equipment are ordered and processed quickly, so we can make a real difference.”

Quickly responding to a client request: “When a client needs urgent support, we step in quickly to assist with anything from equipment repairs, new machinery, or anything that will help make sure that their site has the highest cleaning standards.”

How do you work with suppliers to support clients?

Quick response from suppliers: “I work closely with our suppliers to build strong relationships, so they’re ready to assist at a moment’s notice whenever a client has an urgent need.”

Coordinating client requests: “If a client requires extra services like window cleaning or machinery repairs, we can coordinate this efficiently thanks to our already approved supplier list and close supplier relationships.”

Ensuring supplier quality: “We regularly meet with suppliers to make sure they’re meeting agreed standards and delivering the service our clients expect.”

How do you support Nviro colleagues?

Helping the cleaning operation run smoothly: “We handle orders for materials, machinery, uniforms, and anything else the service team needs to ensure the cleaning runs smoothly.”

Managing day-to-day issues: “Whether it’s fleet management, IT concerns, or supplier-related requests, my team is always ready to assist with any challenges that come up which supports the service team, so they can do their job effectively and look after their client.”

Providing resources for our service teams: “We provide our colleagues with the tools and equipment they need to do their jobs effectively and deliver excellent service on-site.”

What word would you use to describe Nviro?

“Professional”.

Nviro has over 30 years of experience and has helped hundreds of clients achieve successful mobilisations. Read our blog, [*Nviro and the Mobilisation Process*](#) to find out more.

***Nviro and the Mobilisation Process blog:**

www.nviro.co.uk/2023/04/01/new-cleaning-contractor-no-problem-nviro-and-the-mobilisation-process/

