

Mobilising new contracts effectively: the role of Nviro's Project Manager



At Nviro, our Project Manager, Nikki Willis, plays an important role in helping our Heads of Service to successfully mobilise new contracts, ensuring our clients' spaces are clean, hygienic and safe and run smoothly from the very first day.

"My goal is to ensure the mobilisation of any new contract runs smoothly. As our project lead, I work closely with our Head of Service and our new clients to understand their needs, bringing in our Service and Support colleagues when they are needed, to ensure we hit the ground running on the contract start date."

What does a typical day look like when you start to mobilise a new contract?

Communication and Planning: "At the start of a mobilisation project, I work with our clients and our Head of Service to make sure that everyone knows exactly what is expected. Sometimes procurement departments and operational clients can have different expectations and, in a mobilisation, it's important to get everyone on the same page and agreeing on what success looks like and how we are going to measure that – to get the operational delivery model right. I set up regular meetings with our clients so that they know what is going on and can have regular updates on our progress. We work from a shared project plan so that everyone knows where we are and has confidence that all the aspects of the mobilisation are covered, and all the right people are involved.

Collaborating: "At Nviro, we have great support from a team of experts who work alongside our Service team. They include:

- Specialists in HR and training who support the TUPE transfer, onboarding and training of the cleaning team.
- Specialists in equipment and chemicals who make sure that the equipment we order is right for the site and will do the most effective job.
- Specialists in Finance who talk to the client about billing and invoicing set-up.
- Specialists in Health and Safety who are active on-site to make sure that cleaners can access the right RAMS and COSHH documentation but also to drive a culture of safety first.

It's my job to get everyone aligned and update the project plan to make sure that we are on track to mobilise successfully on the contract start date."

What changes in the middle of a mobilisation?

"A successful project relies on a motivated team, so I help make sure our service teams have the tools and support they need to deliver. I work with our Supply and Asset Manager to make sure any equipment and chemicals are right for the job, ordered and delivered on time. It's helpful for me to be on-site so I know exactly what areas people are talking about. It makes it easier to be specific with things like storage spaces and cleaning cupboards.

With any new contract, there is always an element of risk. My role is to support the Head of Service to mitigate potential issues. The transition of new cleaning teams can be particularly sensitive with the legal timescales involved, so addressing possible problems early and putting a backup plan in place ensures that service is delivered with minimal disruptions when the contract starts. When we're mobilising a new contract, challenges happen – no matter how much planning you put in place. But I'm here to help resolve any early-stage problems quickly. At Nviro, we're open and honest about our challenges with clients which helps to resolve problems early and manage expectations."

“I’m always available to help resolve any concerns our clients might have during the mobilisation process. Whether it’s a small adjustment or a larger issue, I make sure it’s handled promptly. And as we hit key milestones, I make sure to celebrate these achievements with our clients, highlighting the positive progress we’re making together.”

How do you support Nviro colleagues during a mobilisation?

“A big part of my role is making sure that our colleagues and clients are on the same page. It’s important our teams fully understand the client’s expectations and that any feedback from the client is clearly communicated across our team. This is crucial for building strong relationships and making sure that everyone is working towards the same goals.”

What happens when a contract mobilises?

“From the very beginning of a mobilisation project, my priority is to make sure that our team understand what our clients want to achieve. Whether it’s improving the cleaning standards, eliminating inefficiencies, or meeting specific sustainability goals, I work closely with them to align our services with their objectives. Having a clear focus helps ensure we’re not just delivering a cleaning specification, but also adding value and actively contributing to their success.

When we are confident that the cleaning operation is running effectively, resourcing is stabilised and the client is happy, we consider the mobilisation to be complete. The client relationship belongs to our Heads of Service, but I don’t vanish! Because I have a good knowledge of the client and site requirements, I can make suggestions about new product developments and whether any innovation introduced to the market might be effective.”

Why is your role important in a mobilisation at Nviro?

“Ultimately, I’m the link between our clients, the Head of Service and our operational delivery teams, making sure that every contract kicks off smoothly and that we are delivering what’s needed to make the contract a success. My role supports everyone to set the contract up for success so that we can create a clean, hygienic and safe environment where building users can thrive.”

What word would you use to describe Nviro?

“Collaborative”

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

