



## Newcomer of the Year

### Winner

**Maddie Hayes, Mace Macro**



Maddie Hayes is the soft services account lead for Europe, Americas, Middle East and Pakistan for Macro's account with Standard Chartered Bank (SCB).

After completing Macro's two-year graduate scheme, Hayes started with the company as an assistant FM at SCB's London HQ and, earlier this year took on her current position in Dubai.

On joining the SCB account, Hayes worked on the complex governance and assurance framework for the retained SCB team and the newly appointed Macro team. In banking, governance and assurance is of the utmost importance to minimise risk, as well as a contractual requirement.

Hayes also helped to implement flexible working across two refurbished floors of the London building, something the client was keen to implement but was finding difficult in practice. She liaised closely with the workplace team to introduce courtesy notes and desk sweeps to encourage a 'clear-desk habit' to support and maintain flexible working.

The project has been a success, with the team rolling out the courtesy notes and desk sweeps to other floors in the building, creating a flexible, sustainable and efficient working environment.

One of her key responsibilities on the SCB account was overseeing operational finances to unlock stumbling blocks such as incorrect cost centres and overdue payments, clearing a backlog that has existed since the start of the contract. Now she can manage and track purchase orders to ensure clarity and a streamlined process between SCB and Macro's finance team.

Hayes streamlined a cumbersome quotation process, so workload has been cut by half. And she has improved SCB's staff onboarding system, ensuring the correct screening processes were upheld. A

high-risk issue was flagged whereby people had not been correctly onboarded from the incumbent supply chain.

She cleansed the data for staff to ensure correct screening and risk categorisation was completed, working alongside talent acquisition to create a report that would capture all relevant data that is now reported to the client monthly.

Hayes has also mentored and trained new staff members, scheduling regular catchups to offer support and guidance. And other regions have taken note, with Macro's US operation asking her to lead the training of its new administrative staff assistant.

Hayes has been promoted, with line management responsibilities that include streamlining and developing aligned processes across the bank's 26 markets, while continuing to promote best practice and encourage innovation from in-country teams. All the while, she's also working towards achieving an accreditation in FM, and plans to enrol for a master's degree in the field.

## Key takeaways

- Attending careers events, such as Mace's 'Careers In Construction' week, representing Macro as an employer of choice for young people looking to get into FM
- Mentoring and training new staff and ensuring a structured and achievable progression plan is put in place
- Starting a company-wide international newsletter to broadcast key events and successes, as well as feature new joiners and key team members in each edition, which "has had an exponential effect on the way we are communicating FM to our colleagues and clients"
- Supporting health, safety and environmental initiatives by volunteering at SCB events such as Safety and Security Week and Environmental Week
- Helping Macro's supply partners to roll out its projects, including installation of hand dryers in the London HQ– reducing the amount of paper towel waste produced by 45 tonnes annually