IWFM Scotland Region Conference “FM at the Centre – Leading Organisations of Tomorrow”

19 November 2026

Headline Sponsor:

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Event Programme

08:00am
Registration, with breakfast from 08:30am

09:00am
Welcome from Mark Jenkins, IWFM Scotland Region Chair

09:30am
Keynote: Mark Stevenson – Why the Future Needs Facilities Management More Than Ever

10:30am
Coffee, Tea & Exhibition

11:30am
Louisa Clarke – The People Versus Modern Leadership

12:30pm
Lunch, Networking & Exhibition

13:30pm
Stuart Rutherford – Headwinds and Hard Choices

14:00pm
Chris Moriarty - Expert Panel Discussion Session led by Workplace Geeks

15:00pm
Closing remarks – Mark Jenkins

15:15pm
IWFM Scotland Region AGM

15:45pm
Event close

Welcome

Welcome to the IWFM Scotland Region Conference here at Murrayfield Stadium, Edinburgh. It is a pleasure to welcome colleagues from across Scotland and beyond, and a particular privilege to do so for the first time as Chair of the Scotland Region.

One of the greatest strengths of our profession is the willingness of people to share their experience, support one another and tackle challenges together. Today is an opportunity to build on that spirit, reconnect with familiar faces, make new connections and take fresh ideas back to our workplaces.

Workplace and facilities management touches every part of an organisation. We help keep people safe, enable essential services and create environments where people can do their best work. As expectations grow and resources come under pressure, the knowledge, judgement and commitment of our profession have never been more valuable.

Throughout the day, our speakers and contributors will bring a range of perspectives and experiences. I encourage you to get involved, ask questions and share your own views. Some of the most useful conversations will happen between sessions, so please take time to meet our exhibitors and speak with fellow delegates.

My sincere thanks go to our sponsors, exhibitors and speakers for their support, and to the Scotland Region committee and volunteers whose hard work has made today possible. I would also like to recognise our former Chair, Sandy McNaughton, for his contribution to the region and the part he has played in building the professional community we bring together today.

Above all, thank you for joining us and contributing to our professional community. I hope you leave feeling informed, encouraged and proud of the difference our profession makes.

Thank you for being part of today. I hope you enjoy the conference and leave with fresh ideas, new connections and inspiration for the year ahead.

Mark Jenkins
Chair, IWFM Scotland Region

Mark Jenkins

IWFM Scotland Region Committee Chair



Mark began his career in engineering and construction before moving into the Facilities Management sector, where he has built extensive experience across operational delivery, strategy and leadership. Passionate about promoting collaboration across the profession and committed to supporting the IWFM as a trusted consultee and business enabler, helping organisations and professionals work smarter together to deliver better outcomes for people and the built environment.

I would like to take this opportunity to introduce the others on the committee and tell you a bit more about them.

Meet your committee

Wendy Wallace

IWFM Scotland Region Committee Deputy Chair



Wendy has worked in Facilities Management for her entire career and first joined IWFM (BIFM as was) in 2002, becoming a certified member a few years ago.

Wendy's experience of FM encompasses client and supply side within public and private sector organisations.

Having worked extensively in the North of Scotland, Wendy is particularly well experienced in the challenges around rural service delivery.

Isabel Brown

IWFM Scotland Region Committee Secretary



Isabel is an experienced facilities and infrastructure professional with over 20 years' experience across facilities management, compliance, capital projects and organisational resilience.

As Head of Infrastructure Support at Glasgow Life, she leads a diverse portfolio supporting the safe, sustainable and effective operation of public buildings and services.

Isabel is committed to raising the profile of FM and supporting collaboration and professional development across the sector.

Roddy McCallum

IWFM Scotland Region Committee Treasurer



With a distinguished recruitment career spanning more than two decades across the FM, Property, and Estates sectors, Roddy offers exceptional expertise and an in-depth understanding of the market.

His extensive cross-sector experience has enabled him to successfully partner with many of the United Kingdom's foremost private sector organisations, as well as leading institutions within Higher and Further Education, the public sector, and the Not-for-Profit and Third sectors nationwide.

Renowned for his strategic insight and results-driven approach, Roddy consistently delivers tailored recruitment solutions that add measurable value and drive organisational success.

Meet your Committee

Stephen Curle
IWFM Scotland Region Committee Member



Stephen has been working in the FM industry for over 20 years, at times from client side, from service provider viewpoint and also as a consultant.

Stephen has also been involved with the IWFM for many years, as a past regional chair, deputy chair and many roles in between.

He now focuses on providing interim support to FM organisations throughout the UK.

Debb Allan
IWFM Scotland Region Committee Member



Deborah is an experienced Facilities Management professional with over 20 years of experience spanning business development, technical services and operational delivery.

She combines strong commercial acumen with practical technical expertise, supporting clients in managing compliant, efficient and sustainable built environments.

Having held senior leadership roles within the FM industry, Deborah brings a strategic yet hands-on approach to service delivery, business growth and client relationships.

Passionate about raising industry standards, developing talent and promoting collaboration, Deborah is committed to supporting the continued growth and recognition of the Facilities Management profession.

Tony McKee
IWFM Scotland Region Committee Member



Tony has gained extensive experience over the last 30 years in the construction and FM industry across both hard and soft services.

He built a business from a standing start to fifteen million pounds, growing the team from three people to more than one hundred.

Tony is recognised for his leadership, practical insight and commitment to high quality service delivery. He remains an active supporter of professional development within the FM community.

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Meet your Committee

Steven Roles
IWFM Scotland Region Committee Member



Steve has been working in client facing FM roles since 2007 and prior to this served in the Military for 24 years.

He has a keen interest in Veterans recruitment into FM and training for those looking to advance their careers in the FM sector.

If you are looking for FM career advice, are a Veteran looking to transition into FM or support with FM qualifications please reach out to Steve.

Jennifer Taylor
IWFM Scotland Region Committee Member



With over 20 years of experience in consultancy, project management and facilities management, Jennifer has spent most of her career within one of the largest FM companies in the UK.

Jennifer has extensive knowledge of PFI, public sector and private sector contracts, and is known for her ability to lead complex programmes, drive service improvements and support clients with clear, practical and collaborative guidance.

Billy Cowan
IWFM Scotland Region Committee Member



From starting out in the electrical services industry, Billy moved into building services and has over 30 years' experience within the facilities sector, achieving a degree in facilities management and the Nebosh general certificate as well as progressing into head of Facilities Management and Health & Safety.

Billy has experience of managing large teams, national portfolios, and multiple clients across a diverse field of specialities.

Meet the Speakers

This year's IWFM Scotland Region Conference brings together speakers with a range of experiences, perspectives and ideas from across workplace and facilities management. They will share lessons from their work, explore the challenges facing our profession and offer insights to take back to our own organisations.

Our speakers are central to the conversations that make this conference valuable. Their contributions provide an opportunity to consider different approaches, question familiar assumptions and learn from the experiences of others. Whether a session reflects a challenge you face every day or introduces a new way of thinking, we hope it gives you something useful to build on.

We are delighted to welcome Chris Moriarty as our compère for this year's conference. Chris will guide us through the programme, connect the discussions across our sessions and help bring your questions and perspectives into the conversation.

We encourage you to make the most of the opportunity to engage with our speakers. Ask questions, share your experiences and continue the discussions during the breaks. The knowledge in the room extends well beyond the stage, and your contribution is an important part of the day.



Chris Moriarty

Workplace Geeks & Audiem

Chris is co-founder of workplace experience analytics engine, Audiem, and co-host of the Workplace Geeks podcast.

He has been involved in some of the sector's most important conversations about the future of work, the workplace and the facilities profession's role within that. Former Director of Insight at IWFM and UK MD for Leesman, Chris is often as asked for his commentary and insight into the latest workplace trends and how organisations can embrace them.

What if we told you that much of what FM will face in the future has already been explored? Chris will take you through a brief evolution of the profession, and what it's forgotten, explore some of the insights from the experts on the Workplace Geeks podcast and why an evolution of thinking and widening of scope is what holds the key to the profession's role in this new future.



Mark Stevenson

Director of Strategy and Special Projects (UK), Oath

'Reluctant Futurist' Mark Stevenson is a strategic advisor to governments, investors, NGOs and corporates, co-founder of Carbon Removals company CUR8 and Director of Strategy and Special Projects for soil health pioneers Oath.

Though branded a 'futurist' by others, Mark is more, as one client puts it, 'Chief Annoying Question Asker'. He helps organisations change the way they feel, think, invest and operate in order to answer the intertwined questions the future is asking us - on climate change, inequality, the retreat of democracy and the failures of the markets to price risk properly (to name just four).

His two bestselling books, An Optimist's Tour of the Future and the award-winning We Do Things Differently, map out some existing and proven solutions to our current dilemmas.

He is Global Ambassador for both environmental law firm Client Earth and former strategic advisor on peace, national security and climate change to the UK Ministry of Defence.

He also enjoys a successful side career as a comedy writer and songwriter, which he regards as essential for maintaining key skills needed in his strategy work. "The brain does the PR for what the heart has already decided, if you can't speak to the heart any systems change is dead in the water."



Louisa Clarke, FCMI MIWFM EMCC

Co-Founder and Director, The Human-Centric Workplace

Louisa Clarke's career is anything but conventional. After a decade serving in the Royal Air Force, she transitioned into Facilities Management, progressing to Managing Director of a prominent FM provider, where she was responsible for growing a portfolio from £1m to £100m before becoming an entrepreneur.

A professional coach, multi-award-winning leader and cofounder of The Human-Centric Workplace, Louisa is also the co-author of The Human-Centric Leader. The Human-Centric Leader is a playbook for modern leadership in a world evolving at speed. It challenges long-held assumptions about what it means to lead and replaces them with a practical, human-first approach.

Drawing on decades of experience across FM, workplace strategy, coaching and military service, it is the definitive framework for leading with humanity, without sacrificing performance. Louisa specialises in supporting leaders and organisations to align people and performance, so both can thrive, not compete.



Stuart Rutherford

Specialist FM researcher & Partner, The Research Practice

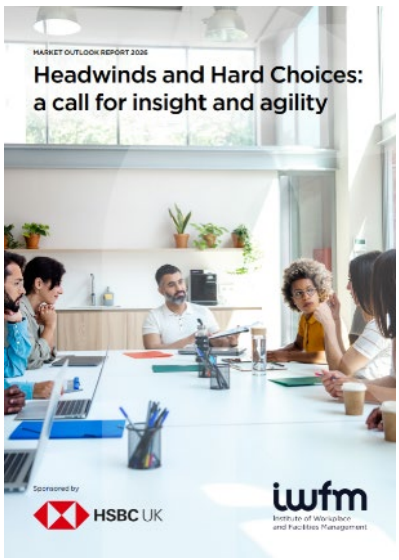
Stuart is a freelance researcher and writer who specialises in the Facilities Management sector. He has managed research within FM Service Providers and IWFM, and continues to support the institute with its flagship research projects.

Notably, Stuart helped steer the research focus of the Market Outlook Survey 2026 Report and shape the resulting recommendations which will be discussed at the IWFM Scotland Region Conference.

Stuart also co-authored IWFM's innovative Market Intelligence Report, and IWFM's upcoming Sustainability Survey 2026 Report.

Below is a link to the Market Outlook Report which is entitled

"Headwinds and Hard Choices: A Call for Insight and Agility":



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Why become an IWFM member?

IWFM is the heart of the workplace and facilities community, and our members are the best in the business.

Membership will bring you

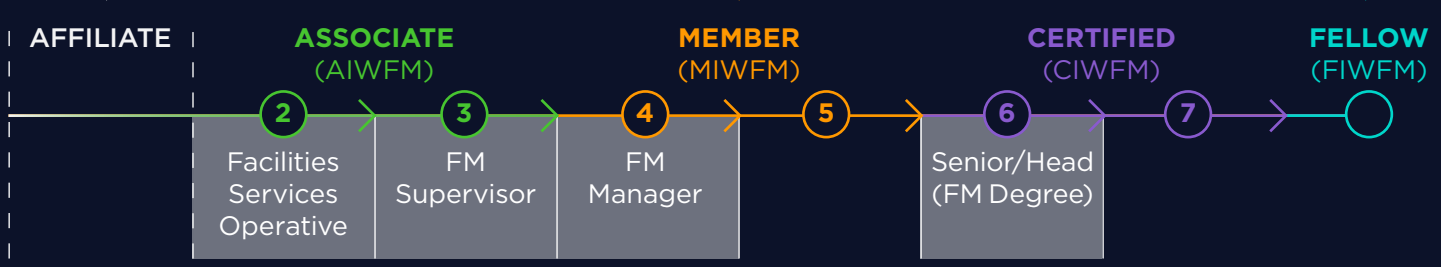
- Professional growth and recognition
- Connection to a thriving community
- Greater influence and professional impact

Membership grades explained (at a glance)

AFFILIATE
Entry point for those new to the profession.

MEMBER
For experienced professionals leading teams, delivering impact and managing operations.

FELLOW
Prestigious recognition for those shaping the profession through long-term contribution and leadership.



ASSOCIATE
For early-career professionals with growing experience.

CERTIFIED
For senior leaders managing complex operations or working strategically.

Not sure which grade fits you?
Take our free quick assessment to find your best membership match.

Scan to start assessment

How to become a member (it's easy)

1. Choose your route to membership

This will be based on your qualification level or years of experience.

2. Submit your evidence

Through a competency-based questionnaire (takes 15-20 minutes)

3. Assessment

- Standard routes: up to 14 working days
- Experiential Certified route: 4–6 weeks
- Fellows: timeline varies; may include a professional discussion

4. Start enjoying membership immediately

(You'll receive post-nominals once confirmed.)

The evidence we look for

ASSOCIATE (AIWFM)
Growing capability, foundational FM skills.

MEMBER (MIWFM)
Operational & managerial responsibilities and measurable impact.

CERTIFIED (CIWFM)
Strategic oversight, leadership and alignment with Professional Standards.

Experiential route available for senior but non-qualified professionals.

FELLOW (FIWFM)
Sustained contribution, leadership and sector influence.

Your benefits as a member



Professional recognition and accreditation



Access to CPD tools, insights, research & Facilitate Magazine



Networking events and active community groups



Access to Special Interest Groups



Mentoring (mentor or mentee)



Discounts on IWFM Academy training courses and e-learning programmes



Volunteering opportunities to lead our communities

Need help to choose the right route?

Book a 1:1 conversation

Email:
contactiwfm@iwfm.org.uk

Book here

Exclusive for Armed Forces Veterans

- Discount on Affiliate membership
- Free membership assessment when joining as a professional member (Experiential Certified route excluded)

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