

# FACILITIES MANAGER

Reference Number: ST0484

## Details of standard

**Occupation / profile:** Facilities Managers work in the private, public or third sector and all sizes of organisation. Specific job roles at this level may include: Facilities Manager; Facilities Management (FM) Operations Manager; Estates Manager; FM Contract Manager. A Facilities Manager is responsible for the safe, secure and comfortable day-to-day working environment for properties, assets (e.g. equipment) and services that must be fully compliant with health and safety and other legislation. They are accountable for the management of the delivery of all FM services within their local area of responsibility e.g. for one or more contracts/services; specific services e.g. cleaning, maintenance or fleet services. They will ensure that levels of performance delivered exceed customer expectations within budget for the properties, assets and services.

They may be employed in-house by an FM company or this function might be outsourced and they may provide FM services in any industry sector.

**Entry requirements:** Whilst any entry requirements will be a matter for individual employers, typically, an apprentice might be expected to have already achieved 'A' levels or equivalent, an existing relevant L3 qualification or relevant experience.

**Qualifications:** Apprentices without L2 English and Maths will need to achieve this level prior to taking the End Point Assessment (EPA). They will have achieved the Institute of Workplace and Facilities Management (IWFM) accredited L4 Diploma in FM.

**Professional recognition:** Successful completion of the apprenticeship will meet the full requirements of the IWFM at Associate grade. During the programme, apprentices will receive membership of IWFM at the Affiliate grade.

### Skills: Facilities Managers are able to:

### Knowledge: Facilities Managers know and understand:

#### 1 Property asset management

*Manage property and fixed assets and implement building maintenance plans (monitor and control premises; optimize the use of space; evaluate the effectiveness of the implementation of a property management plan)*

*Implications of property ownership*

*Establishment & management of registers for property & fixed assets*

*Principles of building design; the features of building, fabric, structures and components and their implications for maintenance*

*Relocation requirements & factors involved*

*Layout, flow management & space planning techniques; accessibility & inclusion*

## 2 Service delivery

*Ensure the delivery of FM service provision to required standards and identify opportunities for improvement (identify requirements; identify opportunities for improvements; identify and rectify FM service delivery problems)*

*Principles of contract management*

*Problem solving techniques, prevention measures, corrective actions*

*Management of sub-contractors (management systems for contractors & specialists, e.g. security & access, performance management, H&S briefings)*

## 3 Compliance

*Meet FM compliance, risk and business continuity requirements (analyse the extent to which compliance, Corporate Social Responsibility (CSR) & sustainability requirements are met; carry out risk assessments; develop a Business Continuity*

*Regulatory frameworks, health and safety, client requirements, statutory legislation and FM industry best practice; sustainability and corporate responsibility*

*The impact of FM on the environment*

*Plan (BCP))*

*Principles of risk management; business continuity planning*

## 4 Management systems

*Use FM management systems to monitor, report and act on the performance and efficiency of properties, assets and services against FM Key Performance Indicators (KPIs) (collate data; analyse statistics; maintain data security)*

*FM data capture, analysis & management techniques; types, capabilities and limitations of FM IT systems e.g. of building management services; requirements of ISO 41001 (international FM standard)*

## 5 Policy implementation and change management

*Develop and implement delivery plans for the management of FM properties, assets and services and manage change (carry out activities ethically and sustainably; identify operational impact of change; develop plans to mitigate negative impacts; manage expectations)*

*FM organizational and service requirements, targets & objectives*

*Change management techniques (e.g. agile v waterfall; developing work processes, procedures, systems, structures & roles)*

*Principles of project management (tools & methods for planning, monitoring & managing an FM project; process-based methodologies; project stages)*

## 6 Quality and stakeholder management

*Establish and manage day-to-day relationships with clients and other stakeholders to agreed quality standards (develop and implement FM quality management operational plans; use appropriate stakeholder management*

*Quality management in FM*

*Client objectives, requirements & value; Service Level Agreements (SLAs)*

*methods; recommend improvements to the quality of FM service provision)*

*Survey & benchmarking techniques*

*Uses of customer feedback; principles of continuous improvement; influencing techniques*

## **7 People management**

*Motivate, manage and develop FM teams to deliver operational objectives (deploy assets; assess and plan for individuals' development*

*Ways of recording and tracking human resources capabilities*

*needs; comply with Human Resources (HR) requirements)*

*The impact of change on people HR-related legislation affecting FM*

*Capability building, HR tools and techniques*

## **8 Financial and procurement management**

*Manage FM finances and procure FM goods and services, ensuring they are delivered within agreed budgets and make recommendations for innovation (analyse financial information; develop operational plan and budget; manage budget variances; analyse the effectiveness of procurement practices)*

*Financial/budget/resource management & reporting systems and processes & techniques*

*Accountability within delegated financial authorities  
Organizational procurement policies and processes & client objectives and requirements*

### **Behaviours**

### **What is required for occupational competence**

#### **Customer focus**

*Exceed customer expectations and add value*

#### **Collaboration**

*Work in partnership with others for the common good*

#### **Influencing**

*Anticipating and responding to others' needs and influencing them to enhance performance*

#### **Innovation & quality**

*Aim for a higher level of excellence*

#### **Ethics & integrity**

*Work for the greater good and not sacrifice high standards for immediate gain or personal benefit*

#### **Leading people**

*Foster the growth of themselves and others, inspiring them to exceed their personal and professional goal*

#### **Systematic approach**

*Approach work in an orderly way*

**Duration:** The Apprenticeship will typically take 18 – 24 months to complete, although the exact duration will be dependent on the previous experience of the individual.

**Review:** This Apprenticeship standard will be reviewed after 3 years.

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## Version log

VERSION	CHANGE DETAIL	EARLIEST START DATE	LATEST START DATE	LATEST END DATE
1.0		03/05/2018	Not set	Not set