



**Institute for Apprenticeships  
& Technical Education**

# FACILITIES MANAGEMENT SUPERVISOR

## Key information

**Reference:** ST0170

**Version:** 1.1

**Level:** 3

**Typical duration to gateway:** 18 months

**Typical EPA period:** 3 months

**Maximum funding:** £5000

**Route:** Construction and the built environment

**Date updated:** 02/01/2024

**Approved for delivery:** 17 February 2017

**Lars code:** 162

**EQA provider:** Ofqual

**Review:** This apprenticeship standard will be reviewed after three years.

## Details of the occupational standard

### Occupation summary

This occupation is found in small and medium enterprises, large and multinational organisations in private and public sectors. For example: housing, health, social care, energy, hospitality, education, commercial properties, leisure, and retail. It is found in organisations where the management of multi-disciplinary activities, within the built environment, impact upon people and the workplace. At a corporate level, facilities management contributes to the delivery of strategic and operational objectives. On a day-to-day level, effective facilities management activities are vital to the performance and success of any organisation, whatever its size and scope.

The broad purpose of the occupation is to supervise a team of facilities management staff to provide a safe and efficient working environment. Facilities management encompasses hard, soft, total or integrated functions. Services labelled as hard are estate or building management. Services called soft are catering, cleaning, administration, and security. Total facilities management can be the process of combining and integrating all facility management services into a single contract. As a facilities management supervisor it is vital to contribute towards health and safety regulations and organisational or contractual procedures. They need to achieve agreed key performance indicators and meet service level agreements. They will supervise a team, delegating duties and responsibilities. The team must always maintain high standards of performance meeting clients, customers and building users. They need good communication skills to resolve customer service queries. Analytical skills are required for monitoring customer service issues. They will identify reoccurring issues, problem-solving and then implementing solutions to improve services. There will be involvement in continuous improvement of systems and processes to ensure procedures, policies and guidance are updated. These can relate to emerging and technological advancements, legislative and social changes. As a supervisor they will contribute towards the development and wellbeing of the team.

In their daily work an employee in this occupation interacts with their clients, the public or building users to ensure the service provided meets their needs. They will work collaboratively with internal and external stakeholders. Within an organisation they could work with the senior leadership team, procurement and supply chain, sales and marketing, and human resources staff. Working on sustainability plans with continuous improvement teams to improve the organisation's carbon footprint on their net-zero journey. They could interact with the finance and audit departments to ensure accurate reporting. External stakeholders can include suppliers, logistics and transportation providers, contractors, and the emergency services. They would typically report to a facilities manager or head of facilities.

An employee in this occupation will be responsible for the safety of themselves and their team when conducting daily activities. Always aiming to ensure the safety of the public and building users. They will be responsible for carrying out and reviewing risk assessment plans. Supporting and reviewing the budget and the costs of the facilities management service to meet financial targets. Facilities management supervisors will monitor and adhere to appropriate building governance and compliance standards.

### Typical job titles include:

Facilities management coordinator

Facilities management supervisor

Facilities management team leader

### Occupation duties

DUTY	KSBS
<b>Duty 1</b> Support hard and soft facilities management functions.	K1 K5 K6 K13 K17 K18 S1 S5 S6 S9 S11 S12 B2 B3 B4 B5 B6
<b>Duty 2</b> Contribute to health and safety regulations and organisational or contractual procedures. Carry out and review risk assessment plans in accordance with the requirements for the facilities management service.	K2 K3 K4 K8 K9 K10 S2 S3 S4 S10 S12 B1 B3 B4 B6
<b>Duty 3</b> Ensure public, team and own safety on site through active collaboration with key stakeholders.	K1 K2 K3 K4 K8 S2 S3 S4 S12 B1 B3 B4 B6
<b>Duty 4</b> Manage the day-to-day performance of your team in reaching personal goals and contribute to their wellbeing and development.	K7 K8 K9 K10 K13 K14 K15 S1 S2 S3 S7 S9 S10 S11 S12 S15 B1 B3 B4 B5 B6
<b>Duty 5</b> Supporting the organisation's environmental and sustainability plans and targets. Consider sustainable use of resources, equipment and supplies for the facilities management service.	K4 K5 K6 K16 S2 S4 S5 S6 S12 B2 B3 B6
<b>Duty 6</b> Managing internal and external customer relationships to build trust and ensure delivery is in line with agreed key performance indicators (KPIs) or service level agreements (SLAs).	K1 K10 K12 K13 K15 K17 S1 S2 S3 S6 S9 S10 S11 S12 S16 B3 B4 B5 B6
<b>Duty 7</b> Deliver day-to-day facilities management services meeting clients, customers and building users expectations.	K1 K7 K8 K10 K12 K13 K14 K15 S1 S2 S3 S6 S7 S9 S10 S11 S12 B1 B3 B4 B5 B6
<b>Duty 8</b> Resolve customer service queries and issues in accordance with contractual requirements.	K8 K11 K15 K18 S8 S9 S11 S12 S13 S16 B3 B6

**Duty 9** Monitor customer service issues in order to prevent re-occurrence through problem-solving and implementing solutions.

K8 K11 K16 K17

S8 S9 S10 S12 S15 S16

B3 B5 B6

**Duty 10** Support and review the budget and the costs of the facilities management service to meet financial targets.

K6 K8 K14

S6 S10 S12 S14

B3 B6

**Duty 11** Monitor and adhere to appropriate building governance and compliance standards.

K1 K2 K3 K8 K18

S2 S3 S10 S12

B1 B3 B6

**Duty 12** Contribute to continuous improvement of systems and processes to ensure procedures, policies and guidance are updated in line with emerging and technological advancements, legislative and social changes.

K4 K5 K6 K16 K18

S5 S6 S7 S8 S10 S12 S13 S15

B2 B3 B5 B6

## KSBs

### Knowledge

**K1:** Characteristics and features of facilities management: hard, soft, total or integrated, personnel.

**K2:** Awareness of health and safety regulations and codes of practice, relevance to the occupation and the own responsibilities. Health and Safety at Work Act. Control of Substances Hazardous to Health (COSHH). Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR). Business continuity plans (BCP). Building regulations. Life support systems. L8 water hygiene. Manual handling. Personal Protective Equipment (PPE). Working at height. Working in confined spaces. Isolation and emergency stop procedures. Emergency evacuation procedures. Slips, trips and falls.

**K3:** Methods and policies to promote safe working; risk assessments, method statements and safe systems of work.

**K4:** Manufacturer's instructions; facilities management environment tools and equipment: for example, plant, machinery, electrical equipment, manual maintenance tools.

**K5:** Sustainability legislation and regulations: current and developing sustainable principles, practices and techniques.

**K6:** Sustainable procurement methods and practices: and use of resources, equipment and supplies.

**K7:** Principles of leadership: supervisory, teamwork, and coaching techniques.

**K8:** Scope and limits of authority within own role and knowing when to escalate issues and to whom.

**K9:** Awareness of issues and common symptoms and warning signs of stress, anxiety and depression, plus where to go for help and the resources available.

**K10:** Legislative guidance relating to equity, diversity and inclusivity in the workplace.

**K11:** Principles of contract management including prioritisation and issue resolution.

**K12:** Service Level Agreements (SLAs) and Key Performance Indicators (KPIs) their purpose and value in a facilities management environment.

**K13:** Stakeholder management and relationship building: internal and external, clients, customers, colleagues and building users.

**K14:** Principles of financial management in a facilities environment including, annual budgets and cost centre management.

**K15:** Written and digital communication techniques. Plain English principles. Facilities terminology. Report writing.

**K16:** Principles and techniques of continuous improvement, for example lean, 6-sigma, KAIZEN.

**K17:** Verbal communication techniques. Giving and receiving information. Matching style to audience. Barriers in communication and how to overcome them. Facilities terminology.

**K18:** Problem solving techniques for example diagnostics, root cause analysis DMAIC (Define, Measure, Analyse, Improve, Control), PDCA (Plan Do Check Act).

## Skills

**S1:** Supervise the facilities management function.

**S2:** Comply with health and safety regulations, building regulations, codes of practice and organisational policies and procedures.

**S3:** Comply with risk assessments, method statements and safe systems of work and apply control measures.

**S4:** Supervise others when using facilities management environment tools and equipment for example, plant, machinery, electrical equipment, manual tools.

**S5:** Apply sustainable processes and practices, monitoring and solving sustainability problems which impact climate change in the facilities management function within their organisation.

**S6:** Use resources to complete tasks, with consideration for cost, quality, safety, security and environmental impact.

**S7:** Lead a team of facilities personnel.

**S8:** Apply problem solving techniques to create solutions to complex problems within limits of authority within own role and consult line management.

**S9:** Plan, prioritise and delegate tasks to the facilities team for completion.

**S10:** Use information and digital technology to analyse data to monitor performance.

**S11:** Create, maintain and enhance collaborative working relationships with internal and external stakeholders.

**S12:** Communicate verbally with internal and external stakeholders Give and receive information. Matching style to audience. Recognising barriers in communication and how to overcome them. Facilities terminology.

**S13:** Investigate queries to find underlying cause and identify potential solutions.

**S14:** Apply financial management principles in department budget spending.

**S15:** Apply continuous improvement techniques to devise potential solutions.

**S16:** Communicate with internal and external stakeholders using sector specific terminology through written means.

## Behaviours

**B1:** Take responsibility for own actions and for the actions of those under their supervision or direction to promote safety.

**B2:** Considers the environment and sustainability.

**B3:** Act ethically.

**B4:** Promote an inclusive workplace for example respectful of different views.

**B5:** Adapt to new and changing situations with clients and customers.

**B6:** Committed to continued professional development (CPD) to maintain and enhance competence in their own area of practice and supports others' professional development.

## Qualifications

### English and Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

## Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	Occupational standard, end-point assessment plan and funding band revised	01/01/2024	Not set	Not set
1.0	Approved for delivery	17/02/2017	31/12/2023	Not set

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