



FACILITIES MANAGEMENT SUPERVISOR

Reference Number: ST0170

Details of standard

Typical job roles

Facilities Management Supervisors, Facilities Management Coordinators and Facilities Management Administrators

Suggested Sectors

Housing, Health, Social Care, Energy, Hospitality, Education, Commercial Properties, Leisure, Retail, Public & Private Sector

Duration

Typically 18 - 24 Months dependent on previous experience

Apprenticeship level

Level 3

What is Facilities Management?

Facilities Management impacts on the vast majority of individuals and organisations across the UK and adds value through a highly skilled workforce creating efficiencies in service delivery and implementation.

It encompasses multi-disciplinary activities within the built environment and the management of their impact upon people and the workplace. Effective Facilities Management, combining resources and activities, is vital to the success of any organisation. At a corporate level, it contributes to the delivery of strategic and operational objectives. On a day-to-day level, effective Facilities Management provides a safe and efficient working environment, which is essential to the performance of any business – whatever its size and scope. Within this fast growing professional discipline,

facilities managers have extensive responsibilities for providing, maintaining and developing myriad services. These range from property strategy, space management and communications infrastructure to building maintenance, administration and contract management.

Role Profile

This apprenticeship prepares an individual for managing a facilities management service, or a group of services, which can be labelled as 'hard' (estate/building management) or soft (catering/cleaning/administration/security). All apprentices will be required to supervise others; to understand the contractual requirements and service delivery targets between their employing organisation and the client/customer in order to achieve service targets. The apprentice will have to provide customer service skills and be proactive in finding solutions to problems.

Entry Requirements

Employers will identify entry requirements through selection. Employers who recruit candidates without a level 2 English and maths must ensure the apprentice achieves this standard prior to completion of the apprenticeship.

Knowledge & Skills

Full competence for a Facilities Management Supervisor, Facilities Management Administrator, Facilities Management Coordinators will be demonstrated by delivery and understanding of

- Facilities Management within the context of the employing organisation (Hard Facilities Management, Soft Facilities Management, Total or Integrated Facilities Management)
- Management of Health and Safety in accordance with employing organisation and client/customer requirements for the facilities management service they are supervising
- Developing relationships in the workplace with colleagues from own employing organisation and with employees of the customer/client to achieve service targets
- Develop and implement risk assessment plans in accordance with the requirements for the facilities management service they are supervising
- Organize and delegate day to day activities of staff to ensure that the facilities management service meets contractual requirements and service targets
- Monitor the costs of the facilities management service to ensure the budget is not exceeded
- Procure supplies for the facilities management service and maintain relationships with suppliers
- Resolve customer service queries and issues in accordance with contractual requirements; monitor customer service issues in order to prevent re-occurrence
- Solve day to day problems to ensure the facilities management service meets its service targets and contractual requirements

- Manage the day to day performance of staff and contribute to their development
- Ensure that resources (materials and equipment) are used efficiently by ensuring correct use in accordance with manufacturer's instructions
- Take responsibility for own development of skills and knowledge

Core Behavioural Competencies

The standard also defines some core behavioural competencies

- **Analytical:** Systematic in their approach to understanding a problem
- **Customer Focused:** Considerate of the needs of users and stakeholders
- **Collaborative:** Able to work as part of a team and with a wide variety of stakeholders
- **Effective communicator:** Ability to build relationships based on common understanding
- **Flexible:** Capable of adapting to changing circumstances and expectations
- **Honest:** Truthful in the dealings with stakeholders
- **Methodical:** Detailed in the way they go about their work

Professional Recognition

Apprentices will receive up to two years studying membership of the Institute of Workplace and Facilities Management (IWFM) and on completion of the apprenticeship will meet the qualifying criteria for Associate Membership of the Institute. Further progress can be made post apprenticeship through the professional membership pathway which ultimately leads to recognition as a Certified Facilities Manager by the IWFM.

Progression

Completing this apprenticeship programme will enable progression into a wide range of senior roles within the Facilities Management area roles such as a Facilities Manager, Premises Manager, Energy Services Manager or Contract Manager.

Review of Standard

This standard will be reviewed every 3 years in line with any legislative and or technology changes.

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Version log

VERSION	DATE UPDATED	CHANGE	PREVIOUS VERSION
1	22/09/2017	Initial Creation	N/A