
Overview

This standard is for first-line managers/supervisors at work in the FM environment. It is concerned with space management in your area of responsibility.

It relates to the management of property space in single or multiple occupations and concerns the identification of space needs and entitlements, their allocation and their optimisation. It also identifies how space utilisation can contribute to energy efficiency.

This standard is intended towards a situation where space management considerations are firmly embedded in the planning and decision-making processes and the 'culture' of your area of responsibility.

The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation.

Allocate and manage the efficient use of space

Performance criteria

- You must be able to:*
- P1 ensure that the space needs of users and other interested parties are identified accurately, prioritised and updated regularly
 - P2 ensure criteria used for allocation of space and facilities are relevant, clear and explicit and take account of all user's needs
 - P3 ensure that space and facilities available are allocated to users against identified priorities
 - P4 ensure space and facility allocation is compatible with adjacent uses and relevant legislation
 - P5 identify opportunities to minimise energy usage and the potential to introduce energy efficiency measures in the planning and allocation of space
 - P6 engage customers and end users in the planning of energy conservation
 - P7 ensure approvals required for planned allocation of space and facilities are identified to owners and users as appropriate
 - P8 identify where space and/or facilities requested exceed what is available or can be provided, the parties concerned are advised, the circumstances clearly explained and realistic options are developed and proposed
 - P9 seek that space and facility allocation is confirmed with property owners, users and other interested parties
 - P10 identify your personal responsibilities and liabilities under space management statements and policies in your own organisation
 - P11 ensure regular consultation with people in your area of responsibility or their representatives on space management issues
 - P12 seek and make use of specialist expertise in relation to space management
 - P13 ensure that systems are in place for effective monitoring, measuring, implementation, and testing and reporting of space management performance in your area of responsibility
 - P14 make space management a priority area in terms of informing planning and decision-making in your area of responsibility
 - P15 demonstrate that your own actions reinforce the messages in the

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organisation's space management policy statement

P16 develop a culture within your area of responsibility which puts 'space management' first

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Knowledge and understanding

You need to know and understand:

- K1 appropriate monitoring and control systems which are suitable for purpose are developed, implemented and reviewed regularly for operating effectiveness
- K2 how to establish variance from planned use of property, facilities and systems is identified and appropriate action initiated and reported accurately
- K3 methods for the regular review of options for occupancy, use, facilities, servicing and maintenance and ways of advising client where potential benefits may accrue from planned change
- K4 opportunities to minimise energy and water usage and the potential to introduce energy efficiency measures in the planning and allocation of space
- K5 ways of engaging customers and end users in the introduction of energy efficiency measures
- K6 insurance cover which is appropriate to legal and statutory requirements, types of use, categories of occupier and user and complies with client's requirements
- K7 how to maintain required certificates and approvals and how to notify outcomes of associated inspections to interested parties
- K8 how to conduct periodic reviews of contractual terms and conditions at agreed intervals and the corrective that needs to be action in response to any deviations from contractual agreements
- K9 how to verify periodic and accurately reconciled accounts and provided to the client in accordance with agreed instructions
- K10 how to conduct interactions between parties in a manner which promotes goodwill and trust

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Originating organisation	Asset Skills
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Relevant occupations	Managers; Managers and Proprietors in Other Service Industries; Managers and Senior Officials; Operations Managers; Property Managers; Contract Managers; First Line Managers; Quality and Customer Care Managers; Team Leaders; Team Project Manager; Construction, Planning and the Built Environment
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Suite	Facilities Management
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