
Overview

This standard is for middle managers in the facilities management environment. This standard is about understanding what facilities management is and how it fits into the organisation's business plan. It is about understanding the way the organisation operates and incorporating this into your facilities management work, maintaining compliance with systems, policies and procedures at all times including energy efficiency procedures. It is also about making sure that others, whose work you are responsible for, understand these principles.

This standard is applicable to those who deliver facilities management services:

1. within an organisation, and
2. to a client organisation

In this context 'the organisation' can be either your employer or a client.

Understand facilities management and its place in the organisation

Performance criteria

You must be able to:

- P1 conduct yourself and your work in a way which reflects the culture of the organisation and of the facilities management function
- P2 incorporate the objectives, policies, procedures and resource constraints of the organisation into your role
- P3 assess what facilities management means to the organisation and how it fits within the overall strategy of the organisation
- P4 communicate to others within the organisation and, where relevant, clients how facilities management fits within the organisation, and use accurate information to illustrate this
- P5 ensure that the facilities management information and advice you give is consistent with the organisation's policy, procedures and resource constraints
- P5 check and confirm recipients' understanding of the facilities management information and advice that you have given
- P6 ensure facilities management activities comply with the systems, relevant internal policies, procedures and resource constraints of the organisation
- P7 ensure that facilities management activities adopt energy reduction strategies and make best use of relevant energy efficiency measures available which are compatible with organisation's objectives, policies and procedures

Understand facilities management and its place in the organisation

Knowledge and understanding

You need to know and understand:

- K1 the importance of complying with the organisation's systems, policies, procedures and resource constraints when undertaking facilities management
- K2 the organisation's business objectives
- K3 the culture of the organisation and how you can apply this to your work
- K4 the market in which the organisation operates
- K5 the overall strategy of the organisation and how this affects your role and responsibilities
- K6 the importance of ensuring your team and others, as appropriate, understand how facilities management operates within the organisation's objectives, policies and procedures
- K7 what facilities management means to the organisation and how it is interpreted
- K8 best practice techniques in facilities management and how to apply these to the organisation
- K9 where appropriate, the core business of the organisation and the inter-relationship with facilities management
- K10 the range of facilities management services that are offered and available to the organisation
- K11 the responsibility of facilities management in ensuring that the organisation operates lawfully, ethically and morally
- K12 how to ensure that facilities management activities adopt energy reduction strategies and make best use of relevant energy efficiency measures available which are compatible with organisation's objectives, policies and procedures

ASTFM401

Understand facilities management and its place in the organisation

Developed by Asset Skills

Version number 2

Date approved October 2013

Indicative review date October 2018

Validity Current

Status Original

Originating organisation Asset Skills

Original URN FM401

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; Senior Development Manager

Suite Facilities Management

Key words Facilities Management; Systems; Policies; Services; Energy Efficiency Measures