
Overview

This standard is for middle managers in the facilities management environment. It is about overseeing and managing a range of services, which could include hard and soft services such as catering, cleaning and security. It requires a high level understanding of the delivery of these services, including those that are technical or specialist, and how they work in combination. It also involves developing the services and making decisions on behalf of clients, where necessary.

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.

Manage a range of services in a facilities management environment

Performance criteria

- You must be able to:*
- P1 identify and assess the range of facilities management services required by the organisation and prioritise these according to need
 - P2 develop a plan for managing the services, taking into account the resources available and the needs of the organisation
 - P3 identify opportunities for energy management systems and the introduction of relevant energy efficiency measures as part of the delivery of all services
 - P4 delegate tasks and priorities to those involved in delivering facilities management services
 - P5 ensure that those responsible for delivering facilities management services understand the plan, their responsibilities and the limits of their authority
 - P6 where applicable, employ and oversee specialist or technical services and expertise to assist in the delivery of facilities management services
 - P7 where appropriate, monitor contracts and ensure they are delivered to the terms agreed
 - P8 seek feedback from those involved in the delivery of facilities management services to identify problems, risks and opportunities
 - P9 identify areas for improvement in the management and delivery of facilities management services
 - P10 deal with problems and address risks identified in the management and delivery of facilities management services
 - P11 recommend and implement actions for improvements in facilities management delivery to continue to meet the needs of the organisation

Manage a range of services in a facilities management environment

Knowledge and understanding

You need to know and understand:

- K1 the organisation's needs and objectives
- K2 the facilities management services offered to, or by, the organisation and how they are delivered
- K3 opportunities for the introduction of energy management systems and the introduction of relevant energy efficiency measures as part of the delivery of all services
- K4 the resources required to deliver facilities management services to the satisfaction of the organisation
- K5 how to plan, organise and manage a number of different services in combination including those outside your area of expertise or knowledge
- K6 the skills and expertise available for the delivery of facilities management services and how to make best use of these when delegating tasks and objectives to others
- K7 how to communicate to others the facilities management delivery plan and the responsibilities involved
- K8 the importance of seeking feedback from those involved in the delivery of facilities management services
- K9 how different services work in combination and the conflicts and problems that may arise
- K10 how to address problems and risks in the management and delivery of facilities management services
- K11 techniques and processes for monitoring and reviewing service delivery
- K12 the types of information that might be provided by facility users and how this can contribute to monitoring service delivery
- K13 how to identify where improvements can be made in facilities management delivery that are realistic and achievable
- K14 to whom to report recommendations for improvements in facilities management delivery and the actions required to implement them

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Suite Facilities Management

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