
Overview

This standard is for middle managers in the facilities management environment. It is about making sure that facilities are fit-for-purpose and functioning as they should, which can involve commissioning, hand-over of and monitoring the services offered. It is about making sure that regular and ad hoc inspections are carried out to contribute to the monitoring process, collecting relevant information and interacting with the organisation to inform the process. This standard is also about ensuring that all users of relevant facilities are fully informed about aspects that will help them use the facility properly and safely.

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.

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Performance criteria

- You must be able to:*
- P1 ensure there is a system in place for the regular inspection of facilities to ensure they are fit for purpose and that there are clear criteria and goals for monitoring activities
 - P2 identify opportunities for the inclusion of energy management measures as part of inspection and maintenance procedures
 - P3 develop an inspection schedule and ensure this is followed for conducting planned, regular and ad hoc inspections
 - P4 ensure there is a detailed inventory of assets and components to enable the effective monitoring of facilities
 - P5 collect relevant information as required to inform the monitoring process, such as user feedback
 - P6 ensure an effective planned, preventative maintenance and reactive maintenance regime is in place
 - P7 verify that assets, components and facilities function as intended and that deficiencies and hazards are identified
 - P8 authorise appropriate action to remedy deficiencies and hazards in order to meet compliance requirements and agreed levels of service
 - P9 agree with relevant stakeholders that property and facilities are fit for purpose and record the agreement in an appropriate format
 - P10 ensure that all necessary documents are received as part of the hand-over process, such as permits, approvals, warranties and guarantees
 - P11 ensure all users are familiar with the key aspects of the property or facilities such as regarding safety, security and communication
 - P12 where appropriate, ensure that users receive adequate information and training to allow them to use the facilities correctly
 - P13 ensure all necessary documentation relevant to the monitoring of facilities is complete, accurate and up to date

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Knowledge and understanding

You need to know and understand:

- K1 the intended function of the facility and the organisation's expectations of it
- K2 the system for inspection and why it is important to have clear criteria and goals for the inspection
- K3 opportunities for the inclusion of energy management measures as part of inspection and maintenance procedures
- K4 how to conduct an inventory, what it should and should not contain and the recording requirements
- K5 under what circumstances the inventory should be updated and the procedures for doing so
- K6 how to develop an inspection schedule and what it should contain
- K7 the importance of a complete up-to-date inventory of assets and components, and where to find it
- K8 the information that should be collected from the monitoring activities and approved practices for obtaining it
- K9 where maintenance has been carried out, its purpose, location and outcome
- K10 what constitutes a deficiency or hazard
- K11 the action to take where deficiencies and hazards are identified
- K12 how to report findings of monitoring activities to others, including those with differing information needs
- K13 the requirements and procedures for completing handover of facilities and your responsibilities in respect of this

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Suite Facilities Management

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