
Overview

This standard is for middle managers in the facilities management environment. It is about the overall management, design and standard setting of space utilisation according to the identified needs of users. It is about how the property and the overall space are used and applying the latest industry practices to the delivery of facilities management including the contribution of effective space utilisation to energy management and the introduction of energy efficiency measures. It is about the design and overall aesthetics of the space and making sure that this reflects the culture of the organisation and is consistent with the 'brand'.

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 accommodation and space utilisation

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 oversee the design and development of a plan for space and facility allocation and usage that is based on accurate information on user needs and priorities
 - P3 identify opportunities to ensure energy usage controls and the effective use of energy efficiency measures when planning accommodation and space utilisation space
 - P1 engage customers and end users in the planning of space management in relation to energy conservation
 - P4 ensure space and facility allocation is compatible with adjacent uses and relevant legislation
 - P5 ensure approvals required for planned allocation of space and facilities are identified to owners and users, as appropriate
 - P6 identify where space and/or facilities requested exceed what is available or can be provided
 - P7 ensure that relevant parties concerned are advised when there are problems with the allocation of space, that the circumstances are clearly explained and realistic options are developed and proposed
 - P8 ensure that space and facility allocation is confirmed with property owners, users and other interested parties
 - P9 identify your personal responsibilities and liabilities under space management statements and policies in your own organisation
 - P10 ensure regular consultation with colleagues or clients on space management issues
 - P11 where appropriate, seek and make use of specialist expertise in relation to space management such as design or construction professionals
 - P12 make space management a priority area in terms of informing planning and decision-making
 - P13 seek feedback from space users on the effectiveness of space utilisation and design
 - P14 review the use of space, identifying any improvements that can be made

Manage accommodation and space utilisation

or any changes that are necessary to optimise performance and energy efficiency

Manage accommodation and space utilisation

Knowledge and understanding

You need to know and understand:

- K1 latest industry practices and trends in space management
- K2 the space management needs of the organisation and the intended use of the building or facility
- K3 the characteristics of the building or facility and any restrictions on space usage or alteration
- K4 how available space can be adapted to meet the needs of the organisation and users
- K5 how space management techniques can be implemented and the resources required
- K6 opportunities to ensure energy and usage controls and the effective use of energy efficiency measures when planning accommodation and space utilisation space
- K7 ways of engaging customers and end users in the management of space in relation to energy management
- K8 how to allocate space and facilities and the factors to take into account when doing so
- K9 your personal responsibilities and liabilities under space management standards and policies
- K10 your organisation's standards and policies on space management
- K11 with whom to consult on space management issues, including specialist expertise available on space management and from where to obtain it
- K12 methods and techniques for monitoring, measuring, implementing, testing and reporting space management performance including energy efficiency
- K13 the importance of your own actions in reinforcing the organisation's space management policy statement

ASTFM416

Manage accommodation and space utilisation

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 FM416

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 Utilisation; Facilities Management; Space Management; Energy Efficiency