
Overview

This standard is for middle managers in the facilities management environment. It is about understanding and managing hard services - even though you may not be a specialist in this area - which can sometimes be technical and have implications for health and safety. It is about planning, monitoring and recording progress, sometimes to short timescales or in an emergency situation.

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.

Oversee works and maintenance of facilities

Performance criteria

- You must be able to:*
- P1 undertake an economic analysis of life-cycle costs involved in the provision of assets and facilities including maintenance
 - P2 identify resources required for the implementation of a programme of planned preventative maintenance
 - P3 identify opportunities for improvements in life cycle costs and maintenance procedures through the introduction of relevant energy efficiency measures
 - P4 develop and gain approval for a system of planning, recording, monitoring, tracking and controlling facility maintenance
 - P5 devise a schedule for planned preventative maintenance that minimises disruption to facility users
 - P6 ensure a thorough identification and assessment of risks is undertaken and documented in an appropriate format
 - P7 identify controls to manage risks in the provision of facilities and implement these, taking into consideration cost-benefit
 - P8 ensure procedures are in place to undertake reactive maintenance and that contingency arrangements are devised and documented
 - P9 monitor works and other related projects, and control cost to achieve best value
 - P10 audit service requirements to ensure the organisation's needs can continue to be met by the maintenance schedule

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Knowledge and understanding

You need to know and understand:

- K1 the organisation's business objectives and priorities
- K2 the organisation's portfolio of property and facilities and other assets relevant to the delivery of facilities management services
- K3 how to conduct an economic analysis of the provision of assets and the techniques for doing so
- K4 how to calculate life-cycle costs and why it is important to take this into consideration when overseeing works and maintenance
- K5 opportunities for improvements in life cycle costs and maintenance procedures through the introduction of relevant energy efficiency measures
- K6 how to identify resource requirements
- K7 methods for monitoring assets and how to devise a maintenance schedule
- K8 the factors to take into consideration when developing a maintenance schedule
- K9 what information should be contained in a risk assessment and how it should be documented
- K10 the controls available to manage identified risks to the provision of facilities
- K11 how to assess the cost-benefit of implementing planned preventative maintenance
- K12 how reactive maintenance differs from planned maintenance
- K13 methods for monitoring works and projects
- K14 how to control costs and what is considered best value
- K15 how to audit the maintenance schedule and the level of service agreed to

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Suite Facilities Management

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