
Overview

This standard is for senior managers in the facilities management environment. This standard is about understanding what facilities management is and its place in the wider business environment. 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. It is also about looking at the culture of your own organisation and others and how these interact. Managers at this level will be required to drive facilities management within the organisation.

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

- within an organisation, and
- to a client organisation

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

Understand the strategic importance of facilities management

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 how facilities management fits within the organisation, and use accurate information to illustrate this
 - P5 champion and drive the facilities management function within the organisation
 - P6 ensure facilities management activities comply with the systems, relevant internal policies, procedures and resource constraints of the organisation including its energy management systems
 - P7 review at regular intervals the internal structures of the organisation and the place of facilities management within it
 - P8 monitor developments within the sector and assess these against the facilities management function to identify risks and opportunities posed
 - P9 develop a clear understanding of the value of effective facilities management to the organisation, in terms of cost and other savings
 - P10 develop an understanding of the future direction of facilities management and the opportunities this presents to the development of the facilities management function
 - P11 embed the facilities management function within the organisation and integrate it with the organisation's core activities
 - P12 identify and capitalise upon opportunities to grow the facilities management function

Understand the strategic importance of facilities management

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 and its culture
- K3 the overall strategy of the organisation and how this affects your role and responsibilities
- K4 the market in which the organisation operates, its trends and key drivers
- K5 the contribution of facilities management to the achievement of the organisation's mission
- K6 how facilities management policies can impact on the rest of the organisation
- K7 the interdependencies between facilities management and other core services or activities in the organisation
- K8 how to identify opportunities for growing the facilities management function
- K9 the future direction of the organisation
- K10 the importance of ensuring others understand how facilities management operates within the organisation's objectives, policies and procedures
- K11 what facilities management means to different organisations and how it is interpreted
- K12 best practice techniques in facilities management and how to apply these to different organisations and sectors
- K13 the range of facilities management services that are offered and available to the organisation
- K14 the responsibility of facilities management in ensuring that the organisation operates lawfully, ethically and morally
- K15 different models of delivering a facilities management service
- K16 the importance of CPD and self-development in effective management of facilities management services

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