
Overview

This standard is for senior managers in the facilities management environment. It is about overseeing the development and implementation of facilities management policies in line with the organisation's business plan. It is about applying best practice procedures - and professional and technical knowledge - and being aware of the risks involved in the facilities management process and any areas where improvements can be made. Overseeing the implementation and review of policies requires an ability to visualise and understand the future direction of facilities management.

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.

**Performance
criteria**

- You must be able to:*
- P1 devise facilities management policies that meet the requirements of the overall business plan and the organisation's strategy
 - P2 develop processes and procedures that reflect the organisation's facilities management policy and strategy
 - P3 identify energy management requirements within the overall facilities management environmental and sustainability strategy and devise specific energy efficiency policies
 - P4 oversee the implementation of facilities management processes and procedures
 - P5 allocate roles for implementing facilities management policies and the responsibilities for processes and procedures
 - P6 allocate resources to ensure facilities management processes and procedures can be implemented
 - P7 identify priorities and risks in delivering facilities management and assign objectives to people for managing these, together with associated identified resources
 - P8 develop a framework for evaluating and reporting on the effectiveness of policies, processes and procedures for facilities management
 - P9 continuously monitor facilities management policies, processes and procedures, making recommendations that identify best practice, risks and areas for improvement
 - P10 apply professional and technical knowledge in the development, monitoring and updating of policies and procedures

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Knowledge and understanding

You need to know and understand:

- K1 the strategic objectives of the organisation and, where relevant, its core business
- K2 why it is important to have policies that reflect the organisation's mission and culture
- K3 the legal imperatives for developing policies and procedures
- K4 the requirements of quality and other standards for having sound policies and procedures in place
- K5 energy management requirements within the overall facilities management strategy and devise specific energy efficiency policies
- K6 how the effective delivery of facilities management can contribute to the organisation's overall business objectives
- K7 how policies and procedures inform an organisation's strategy
- K8 how to develop facilities management policies
- K9 the importance of developing, reviewing and improving policies
- K10 the legal considerations for implementing policies and procedures, and the accountabilities of those that implement them
- K11 the processes and procedures to enable the implementation of the organisation's facilities management policy and procedures
- K12 the importance of policies and procedures in shaping the future direction of the organisation
- K13 the roles and responsibilities required to implement facilities management policies
- K14 the resources available and required to implement facilities management processes and procedures
- K15 how different functions - professional and technical - support each other in the delivery of facilities management
- K16 how to develop and use an evaluation framework to review the effectiveness of facilities management policies, processes and

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procedures

K17 techniques for monitoring and controlling facilities management processes and procedures

K18 how to identify best practice, risks and areas for improvement in facilities management

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Suite Facilities Management

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