
Overview

This standard covers the requirement to maintain the quality of service delivery of workplace and facilities services as agreed in the service level agreement or contract. It includes the requirement to plan and allocate work to individuals and/or teams. It is important to monitor and review the operational performance of the services agreed by the organisation in order to maintain quality and operational performance, this includes the management of business efficiencies and sustainable practices. It is important that you know and understand your responsibilities under current environmental and health and safety legislation, codes of practice and policies of the organisation.

This standard is applicable to those who deliver workplace and facilities management services, this can be to an internal client (within your organisation) or to an external client, both are referred to as the "organisation" within this standard.

This standard is for managers working in the workplace and facilities services environment.

This standard has links to the standards suite Facilities Management and the standards suite Management and Leadership managed by Instructus.

Performance criteria

You must be able to:

1. carry out your work in accordance with the current environmental and health and safety legislation, risk assessment requirements, codes of practice and policies of the organisation, including business efficiencies and sustainable practices
2. maintain the quality of service delivery of workplace and facilities services in accordance with the service level agreement or contract
3. conform to the requirements of the organisation regarding general standards of dress and personal appearance in order to maintain the quality of service delivery of workplace and facilities services
4. communicate with all those involved in, or affected by, your work in order to maintain the quality of service delivery of workplace and facilities services
5. allocate work to individuals and/or teams in order to meet the agreed service level agreement or contract and in order to maintain the quality of service delivery
6. interpret formal contractual agreements/service level agreements and provide information, instruction and documentation to individuals and/or teams in order to maintain the quality of service delivery of workplace and facilities services
7. monitor and review the operational performance of the services provided in order to maintain the quality of the delivery and performance as required by the organisation in line with the organisation's business efficiencies and sustainable practices
8. agree with the organisation how risks and opportunities will be handled in order to maintain the quality of delivery of workplace and facilities services
9. report any risks or opportunities that could affect the quality of service delivery of workplace and facilities services to the organisation
10. complete records or reports as required by the current legislation and the organisation, in accordance with the requirements of service level agreements or contracts
11. confirm that the organisation operates within the current legal requirements and social responsibilities

Knowledge and understanding

You need to know and understand:

1. your responsibilities under the current environmental and health and safety legislation, codes of practice and policies of the organisation, including business efficiencies and sustainable practices
2. the content of service level agreements or contracts, work schedules and approved procedures, practices and reporting required to maintain the quality of delivery of workplace and facilities services
3. the requirements of the organisation regarding general standards of dress and personal appearance and why these are important in order to maintain the quality of delivery of workplace and facilities services
4. the importance of maintaining communication with those involved in, or affected by, your work following the current legislation in order to maintain the quality of service delivery
5. how to interpret formal contractual agreements with organisations for the delivery of the services required.
6. the importance of providing services that meet the agreed service level agreement or contract in order to maintain the quality of delivery of workplace and facilities services
7. the information required in the service level agreement or contract and how to provide it in order to maintain the quality of service delivery of workplace and facilities services and in accordance with the current legislation and procedures
8. the techniques and processes for monitoring and reviewing the service delivery and operational performance of workplace and facilities services
9. how to address risks and opportunities in the management and delivery of workplace and facilities services
10. who to report recommendations to for improvements in the delivery of workplace and facilities services and the actions required to implement them
11. the records that need to be kept and the importance of completing them in accordance with the current legislation and procedures of the organisation
12. your responsibility of managing the workplace and facilities services in accordance with the current legal requirements and social responsibilities

Glossary

Business efficiencies

This relates to the sustainable management of resources such as water, energy efficiency and waste management, in line with the organisation's business efficiency policies which aim at improving operational efficiency. In business, efficiency refers to the production of goods or the offering of services by using the smallest amount of resources, such as capital, energy etc. Efficient businesses can create products, offer services and accomplish their overall goals with the minimum effort, expense or waste.

Operational performance

This refers to an organisation's performance measured against a standard or prescribed indicator of effectiveness, efficiency, and environmental responsibility. These indicators could include time, productivity, waste reduction, and regulatory compliance.

Service Level Agreement (SLA)

A service-level agreement (SLA) is a commitment between a service provider and a client. Aspects of the service – quality, availability, responsibilities – are agreed between the service provider and the service user. The most common component of an SLA is that the services should be provided to the customer as agreed upon in the contract.

Social responsibilities

Social responsibilities refer to a type of self-regulatory business plan and the efforts made by a company to improve society and contribute towards sustainable development. It describes initiatives run by a business to evaluate and take responsibility for their impact on issues ranging from human rights to the environment. The business plan will focus on achieving economic, social and environmental benefits for all the stakeholders involved (employees, consumers, investors and other groups). The purpose of it is to encourage businesses to conduct their companies in an ethical manner and work towards having a more positive impact on society through ensuring sustainable growth.

Sustainable practices

Sustainable business practices are characterised by environmentally friendly practices initiated by an organisation for the purposes of becoming more sustainable.

Organisations aim to reduce their environmental footprint through initiatives that cut

down on waste, poor environmental stewardship and unethical environmental practices so that they offer a reduced level of sustainability within the organisation's policies and practices.

Sustainable business practices differ between industries and are often specific to the type of organisation and the product or service it produces or provides.

Workplace and facilities services

Workplace and facilities services is "the organisational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business." Workplace and facilities services professionals are responsible for services that enable and support business performance.

All organisations have responsibilities under the current health, safety and welfare regulations to ensure the daily health, safety and welfare of their employees. This includes ensuring provisions are made for:

Workplace and facilities services (soft services)

- Soft services are ones that make the workplace more pleasant or secure to work in.

Examples of soft services are cleaning, catering, security.

Facilities Management (hard services)

- Hard services are ones that relate to the physical fabric of the building and cannot be removed. They ensure the safety and welfare of employees and generally are required by law.

Examples of hard services are plumbing, heating and lighting.

Hard services are covered in the Facilities Management suite

LANWFS2

Maintain the quality of service delivery in workplace and facilities services



Developed by	Lantra
Version Number	2
Date Approved	30 Mar 2020
Indicative Review Date	30 Mar 2025
Validity	Current
Status	Original
Originating Organisation	Asset Skills
Original URN	ASTFM305
Relevant Occupations	Estates Manager, Property Manager, Workplace and Facilities Services Manager, Facilities Manager, Workplace Services Manager, Soft Services Manager, Asset Manager, Landlord, Head of Facilities
Suite	Workplace and Facilities Services
Keywords	facilities management; workplace services; business efficiency; sustainable practices
