

Manage a range of workplace and facilities services

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**Overview**

This standard covers managing a range of workplace and facilities services. It requires an understanding of the delivery of these services, including those that are technical or specialist, and how they work in combination. It is also about developing the required services and making decisions on behalf of the organisation and across sectors, where necessary. It also includes the management of business efficiencies and sustainable practices.

It is important that you know and understand your responsibilities under the 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 services, this can be to an internal client (within your organisation) or to an external client, both are referred to as the "organisation" in this standard.

Managers at this level will be required to drive workplace and facilities services within the organisation.

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

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**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. identify and assess the range of workplace and facilities services required by the organisation and prioritise these according to the organisation's needs and objectives
3. develop a plan for managing the services, taking into account the resources available and the needs of the organisation
4. manage a range of workplace and facilities services in accordance with the plan
5. identify energy management requirements within the organisation's business efficiencies and sustainable practices policies as part of the delivery of all services
6. delegate tasks and priorities to those involved in delivering workplace and facilities services
7. inform those involved in, and affected by, workplace and facilities services how they fit within the organisation, and underpin this with the relevant information
8. confirm that those involved in delivering workplace and facilities services understand the plan, and the limits of their responsibilities
9. where required, employ and oversee specialist or technical services and expertise to assist in the delivery of workplace and facilities services
10. where required, monitor contracts and confirm they are delivered within the terms agreed
11. seek feedback from those involved in the delivery of workplace and facilities services to manage problems, risks and opportunities
12. confirm that the organisation operates within the current legal requirements and social responsibilities
13. assess the costs, risks and opportunities of the planned actions
14. identify areas for improvement in the management and delivery of workplace and facilities services
15. deal with problems and address the risks identified in the management and delivery of workplace and facilities services
16. recommend and implement actions for improvements in the delivery of workplace and facilities services to continue to meet the needs of the organisation

## Manage a range of workplace and facilities services

### 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 organisation's needs and objectives
3. the range of workplace and facilities services provided and how they are delivered
4. how to identify the opportunities currently available for the introduction of energy management systems as part of the delivery of all services and in line with the organisation's business efficiencies and sustainable practices policies
5. how to develop a plan for managing the services and what should be taken into account
6. the resources required to deliver workplace and facilities services to the satisfaction of the organisation
7. the costs, risks and benefits of the planned action
8. how to manage workplace and facilities services for different sectors involved in your work
9. the skills and expertise available for the delivery of workplace and facilities services and how to make best use of these when delegating tasks and objectives to those involved
10. how to communicate the workplace and facilities services
11. delivery plan and responsibilities to those involved
12. the importance of seeking feedback from those involved in the delivery of workplace and facilities services
13. the types of information that might be provided by facility users and how this can contribute to monitoring service delivery
14. your responsibility for managing workplace and facilities services in accordance with the current legal requirements and social responsibilities
15. how different services work in combination and the conflicts and problems that may arise
16. how to address problems and risks in the management and delivery of workplace and facilities services
17. the techniques and processes for monitoring and reviewing service delivery
18. how to identify opportunities for improvements to be made to the delivery of workplace and facilities services
19. who to report recommendations to for improvements in the delivery of workplace and facilities services and the actions required to implement them

## 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**

An organisation's performance can be measured against a standard or prescribed indicator of effectiveness, efficiency, and environmental responsibility such as, 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. Particular 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.

### **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 that 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.

### **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 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.

### **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

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