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## Overview

This standard covers analysing and planning workspace in workplace and facilities services to utilise the workspace to its maximum potential and meet the requirements of the organisation. You will need to understand how workspace is used within the organisation and analyse the information to plan the effective usage taking into consideration 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 the policies of your organisation.

This standard is applicable to those who deliver workplace and facilities services, this can be to an internal client (within an 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.

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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. confirm that the organisation has a system in place for the collection of data on workspace utilisation in workplace and facilities services in line with the current legislation
3. confirm that the organisation uses a strategic workspace management system for recording information, including measurements, capacities and functions of the workspace
4. use the available systems and data to conduct analysis in order to maximise workspace usage in line with the current legislation and the policies of the organisation
5. gather and analyse data from Key Performance Indicators from the organisation involved, in order to maintain the workspace in line with the current regulatory and requirements of the organisation
6. use the data from this analysis to identify opportunities to build business efficiencies and sustainable practices into the overall workspace management system
7. incorporate the requirements of the organisation for the utilisation and economic use of workspace into your organisation's workspace management policy, so that it can inform future projects and resource planning
8. assess the costs, risks and opportunities of planned actions
9. confirm that the workspace management plan maximises the features of the workspace to provide flexibility and versatility in its use
10. communicate with all those involved in, or affected by, your work
11. take account of the latest industry trends, practices and innovations in workspace utilisation when planning workspaces
12. work with colleagues within your organisation and all those involved in, or affected by, your work in the planning, design, development and implementation of the workspace
13. complete records as required by the current legislation and procedures of the organisation
14. confirm that the organisation operates within the current legal requirements and social responsibilities

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## 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 systems and technologies available for collecting and utilising data to conduct workspace analysis including costs, maintenance and depreciation
3. the methods and techniques for recording, analysing and reporting workspace management performance in workplace and facilities services
4. the importance of collecting data on the use of workspace and how it can be used to utilise workspace and influence the policy and decision-making of the organisation
5. the type and range of data required to inform workspace planning and performance
6. the costs, risks and opportunities of the planned actions
7. how the workspace impacts on business efficiencies and sustainable practices and the opportunities to build in business efficiencies and sustainable practices in the overall workspace management system of the organisation
8. the purpose and use of benchmarking in line with the policies and practices for the management of workspace in the organisation
9. how workspace is influenced by its purpose and how it can be adapted to meet the requirements of the organisation and those involved and affected
10. the current industry trends, practices and innovations in the management and use of workspace
11. the importance of linking workspace management objectives to the policies and strategies of the organisation
12. the importance of promoting business efficiencies and sustainable practices for the workspace in future building and facility design projects within the organisation
13. the importance of workspace utilisation and planning in disaster recovery and business continuity planning
14. the current regulatory and legislative requirements for workspace use related to the organisation's primary activities
15. the records that need to be kept and the importance of completing them in accordance with the current legislation and procedures of the organisation
16. the importance of maintaining communication with those involved in, or affected by, your work and how this should be done
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the responsibility of managing workplace and facilities services in accordance with the current legal requirements and social responsibilities

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## 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.

### Key performance indicator

A key performance indicator (KPI) is a value used to monitor and measure the effectiveness of an organisation, employee or process in meeting set objectives.

### 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.

### 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

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