

JOB PROFILE: FACILITIES MANAGER

THE WORK

Facilities managers make sure that buildings and their services meet the needs of their occupants and users as efficiently, safely and cost effectively as possible.

You could work as a facilities manager in either the public or private sector, and could have another job title such as site manager or contracts manager. Your duties would vary widely depending on the job, but would typically include:

- making sure that the inside of the building is arranged to make the best use of space
- managing refurbishment, renovations and office moves
- managing general upkeep and maintenance
- making sure that buildings meet health and safety standards and legal requirements
- advising on energy efficiency
- managing facilities such as cleaning, waste disposal, catering and parking
- managing budgets and keeping expenditure records
- negotiating the best deals with outside contractors and suppliers
- managing security
- making sure that IT systems such as computers, telephones, photocopiers and faxes, work effectively.

You could work for a facilities management company which is contracted to handle facilities management for a number of organisations. In small companies

facilities management may be part of a general management role.

HOURS AND ENVIRONMENT

You would work around 40 hours a week, usually 9am to 5pm, but you may sometimes need to work extra hours, for example to deal with emergencies.

You would be office-based, but may have to do some travelling, especially in large, multi-site companies.

SKILLS AND INTERESTS

- good organisational skills
- good spoken and written communication skills
- the ability to develop working relationships with a wide range of people
- customer and client management skills
- the ability to manage a varied and complex workload
- technical knowledge of building services
- management skills
- the ability to control large budgets
- problem solving and decision making ability
- IT skills.

ENTRY

You would need both technical skills related to property, and relevant management skills such as business strategy, budget and cost control, and people management. You could get these in one or more of the following ways:

- a foundation degree, BTEC HND or degree in facilities management – these are available at a limited number of universities
- other degree/HND subjects such as management and business studies

- relevant professional qualifications, such as chartered surveyor, accountant, hospitality professional
- experience in a relevant field, such as construction, building services, engineering, accountancy, hospitality or healthcare.

If you have strong administrative and organisational skills and experience, you may be able to work your way up to a facilities management position. For example, some people take on wider responsibilities after working in a management job in areas such as cleaning, catering or security.

You may not need formal facilities management qualifications, however you can do part-time or distance learning diplomas or Masters degrees after gaining a first degree or relevant experience. These may help to progress your career.

Some courses are recognised by the British Institute of Facilities Management (BIFM). Visit the BIFM website for details of accredited and non-accredited courses.

You are likely to find health and safety qualifications useful, such as those offered by NEBOSH and IOSH (links open in new window). These may be essential for some jobs.

TRAINING

Once you are employed as a facilities manager you can work towards the nationally recognised British Institute of Facilities Management (BIFM) Qualification. This assesses your knowledge and experience against competence standards. You have a choice of three routes:

- examination – seven modules in two parts, usually taken over two to four

years, and completion of a portfolio of evidence from the workplace

- higher education – a BIFM-accredited higher education course such as a degree, and completion of a portfolio of evidence from at least two years' workplace experience
- professional competence – completion of a portfolio showing your experience and knowledge (you would need to have a large amount of experience for this route).

You can get help in deciding on the most appropriate route by completing the BIFM Self-Assessment Handbook, or by contacting the BIFM Professional Standards and Education Coordinator. Visit the BIFM website for details.

BIFM short courses are available on all aspects of facilities management, and can be useful as evidence of knowledge if you are on the professional competence route. As a BIFM member you would be able to attend regional continuing professional development (CPD) events and annual conferences.

As a member of the Royal Institution of Chartered Surveyors (RICS), you can use the title 'Chartered Facilities Management Surveyor' provided you meet the RICS criteria. Visit the RICS website for details.

OPPORTUNITIES

Facilities management is a fairly new, but fast-growing career. You could find work with a wide range of organisations as an in-house facilities manager. Alternatively you could be employed by specialist contractors, or by large multi-service companies which provide a full range of design, build, finance and management services.

With experience you may be able to progress to a senior or regional management job.

You may find the following links useful for job vacancies and further reading:

<http://www.bifm.org.uk/bifm/jobs>
<http://www.ricsrecruit.com>

We do not accept responsibility for the content of external sites.

British Institute of Facilities Management (BIFM)

67 High St
Saffron Walden
Essex
CB10 1AA
Tel: 01799 508606
<http://www.bifm.org.uk>

ANNUAL INCOME

- Facilities managers can earn from £30,000 to £45,000 a year.
- Senior or regional facilities managers earn from £35,000 to £55,000.

Figures are intended as a guideline only.

FURTHER INFORMATION

Royal Institution of Chartered Surveyors (RICS)

Surveyor Court
Westwood Way
Coventry
CV4 8JE
Tel: 0870 333 1600
<http://www.rics.org>

Asset Skills

2 The Courtyard
48 New North Road
Exeter
Devon
EX4 4EP
Helpline: 08000 567160
<http://www.assetskills.org>

Chartered Institute of Building

Englemere
Kings Ride
Ascot
Berkshire
SL5 7TB
Tel: 01344 630700
<http://www.ciob.org.uk>