

DEVELOPING FACILITIES MANAGEMENT COMPETENCIES



Quantum facilities Management training courses develop leadership, management and technical skills based on the British Institute of Facilities Management (BIFM) competencies. These skills are developed through highly practical short duration courses at foundation, intermediate and advanced level for staff responsible for:



Planning, design, construction, management, operation or maintenance of facilities, buildings, properties, estate, plants or other organisation built asset



Procurement, management or administration of workplace support services including cleaning, housekeeping security, courier, catering, logistics or IT services



Planning or management of workplace health and safety, emergency preparedness, risk management or corporate environment management functions



FM CORE COMPETENCY 1: UNDERSTANDING BUSINESS ORGANISATION

KEY SKILLS

1 ORGANISATION STRUCTURE & BEHAVIOUR

Understand the ways in which organisations are structured

Understand how organisations operate

Understand the decision making process within organisations

Identify and understand company culture

Understand the business life-cycle from start-up to maturity

Understand the concept of continuous improvement

Understand the management of change

2 UNDERSTANDING BUSINESS & ORGANISATION STRATEGY

Understand the way organisations develop and implement strategy

Understand how strategy is developed for functions within an organisation

Understand business planning

Understand the principles of objective setting

Understand the principles of performance measurement

Understand the importance of scenario planning

KNOWLEDGE AREA

Facilities Managers need to understand the organisational environment in which they work in order to effectively support the core functions of the business. This includes knowledge of the business' strategy, principles, structure, practices and business functions. This will help them develop an FM strategy and implement appropriate FM practices which supports the overall strategy and objectives of the business.

3

DEVELOPING FM STRATEGY

Develop and implement FM strategy

Understand the relationship between core business and FM strategy

Review, evaluate and modify the FM strategy

Keep up to date with new developments in the FM industry



FM CORE COMPETENCY 2: MANAGING PEOPLE

KEY SKILLS

1 PEOPLE MANAGEMENT

Understand and implement resource planning

Select and recruit appropriate people

Train and develop staff

Motivate, reward and retain staff

Manage and lead staff

Manage and monitor staff performance

Introduce new ways of working

Keep abreast of current employee legislation

2 COMMUNICATION

Understand the benefits of good communication

Demonstrate good written communication skills

Demonstrate good presentation skills

Demonstrate good listening skills

Understand group dynamics

Set a strategy and objectives for negotiation

Negotiate effectively, individually, and in a team

Minimise risk, maximise benefit

3 ORGANISATION STRUCTURE & BEHAVIOUR

Build and manage multi-disciplined teams

Select and appoint suppliers and specialists

Manage and monitor supplier performance

Keep up to date with new ideas for supplier relationships

Manage the close-down of supplier relationship

KNOWLEDGE AREA

Managing people is one of the key responsibilities of Facilities Managers which requires them to manage various functions of resource planning from recruitment, appraisal to dismissal of their staff. They should also have superior communication and negotiation skills to manage communication and relationship with wide range of people from their staff, superiors to clients and outsourced suppliers.



FM CORE COMPETENCY 3:

MANAGING PREMISES

KNOWLEDGE AREA

One of the major responsibilities of Facilities Managers is management of the organisations valuable physical assets including the property. They need to understand the impact of building design, structure, use, legislation, management and maintenance in order to retain the value of the property and meet business needs.

KEY SKILLS

1

PROPERTY PORTFOLIO MANAGEMENT

Understand the property industry

Develop and implement a property portfolio

Manage the property portfolio to meet business needs

Understand and manage property costs

Understand & keep abreast of property issues & legislation

Set up and manage the property and asset register

2

UNDERSTANDING BUILDING DESIGN

Understand building types and uses

Understand structure and its effect on building use

Understand building services and their effect on building use

Keep abreast of the legislation affecting buildings

3

BUILDING FABRIC MAINTENANCE

Understand the maintenance implications of building structures

Develop a fabric maintenance strategy

Develop and manage fabric maintenance programmes

Deliver an effective fabric maintenance service



FM CORE COMPETENCY 4:

MANAGING SERVICES

1

MANAGING BUILDING SERVICES

Understand building services

Develop a maintenance strategy for building services

Develop and manage building services maintenance programmes

Deliver effective building services maintenance

Understand building management systems

2

MANAGING SUPPORT SERVICES

Understand the full range of FM support services

Develop a strategy for support service provision

Manage support services

Keep abreast of legislation applicable to support services

KEY SKILLS

Understand the role of the project manager

Understand common FM projects and develop briefs

Develop, manage and monitor project programmes

Manage project budgets

Assemble and manage project teams

Manage project hand-over and close-out

3

PROJECT MANAGEMENT

Understand the service culture

Deliver a customer focused culture

Assess customer requirements and satisfaction levels

Develop and manage service level agreements (SLAs)

Understand the importance of soft issues

4

MANAGING CUSTOMER SERVICES

KNOWLEDGE AREA:

A major part of the Facilities Manager's role is to plan, deliver and manage technical type building services and wide-ranging staff support services needed to support the core functions and activities of the business. This includes ensuring that services provided are cost effective, delivered with minimum risk, meet legislative requirements and are customer driven. A Facilities Manager will need to manage project teams and handle various projects from minor internal moves to major building works.



FM CORE COMPETENCY 5:

MANAGING WORKING ENVIRONMENTS

KEY SKILLS

1

ENVIRONMENTAL ISSUES

Develop and manage a policy to protect the environment

Understand environmental impact

Understand role of FM in environment management

Manage the control, recycling and disposal of waste

Manage and control the use of energy

Manage and control the use of water

Understand impact of FM project on environment

Keep abreast of environmental legislation and guidelines

KNOWLEDGE AREA

Facilities Managers are responsible for the overall management of the physical work environment and need to develop a sustainable environmental policy to reduce the negative impact of the business on the environment. Facilities Managers also need to develop an accommodation plan to effectively manage the physical work space.

2

SPACE MANAGEMENT

Develop a strategy for space allocation

Understand the impact of structure and services on space use

Prepare briefs for space layouts

Programme and manage changes in accommodation

Keep abreast of new developments in space use

Keep abreast of legislation which impacts on space use

KNOWLEDGE AREA

Facilities managers need to be able to reduce departmental costs by implementing efficient procurement strategies and financial control systems. They need to minimise risks through application of risk management techniques, ensure consistent delivery of quality services and manage information required in delivering FM services.



FM CORE COMPETENCY 6:

MANAGING RESOURCES

KEY SKILLS

1

PROCUREMENT

Develop a purchasing strategy for goods and services

Understand contract types

Develop standard specifications for goods and services

Develop and use standard terms and conditions

Evaluate and compare cost models

Keep abreast of contract legislation and practice

3

FINANCIAL MANAGEMENT

Understand financial systems and processes

Manage capital and revenue budgets

Manage cash-flow

Prepare financial cases

2

RISK MANAGEMENT

Understand and apply risk management techniques

Carry out risk analysis

Manage and reduce risk

Understand and apply risk transfer

Develop a business continuity plan

5

INFORMATION MANAGEMENT

Collate, analyse data & use information effectively

Manage information flow

Keep abreast of new developments in Information Technology

Understand the applications and benefits of IT

Successfully implement IT systems

4

QUALITY MANAGEMENT

Understand the principles of quality strategy, assurance & control

Apply quality management principles to initiate improvements

Design and manage quality systems and procedures

Understand quality standards and accreditation schemes