

What is Facilities Management?

The definition of Facilities Management is always evolving and many people and Organisations have different views. Your feedback and thoughts on the definitions below would be appreciated.

The **SAFMA** definition of Facilities Management is “Facilities Management is an enabler of sustainable enterprise performance through the whole life management of productive workplaces and effective business support services.

The **ISO 41001:2018** definition is:

“Facility management (FM) integrates multiple disciplines in order to have an influence on the efficiency and productivity of economies of societies, communities and organisations, as well as the manner in which individuals interact with the built environment. FM affects the health, well-being and quality of life of much off the world’s societies and population through the services it manages and delivers.”

Some educators define FM as “a strategically integrated approach to maintaining, improving and adapting the buildings and supporting services of an organisation in order to create an environment that strongly supports the primary objectives of that organisation.” Peter Barret 2003

A simple definition of Facilities Management is “the integrated management of the work environment and supporting services of an organisation to provide an environment that enables the business to achieve its primary objective”.

Facilities Manager's areas of work

Facilities Management is varied and multi-disciplinary and a Facilities Managers work may cover aspects from all the following fields:

- People Management
- Working with Suppliers and Specialists
- Property Portfolio Management
- Building Fabric Maintenance
- Managing Building Services
- Managing Support Services
- Project Management
- Customer Service
- Environmental Issues
- Space Management
- Procurement
- Risk Management
- Financial Management
- Quality Management
- Information Management

Who is a Facilities Manager?

Specific Job Titles include:

- Facilities Manager
- Head of Facilities
- Senior Facilities Manager
- Manager – Facilities And Support Services
- Workplace Services Contract Manager
- Area Facilities Manager
- Facilities Account Manager
- Head of Property And Facilities
- Corporate Real Estate and Services Manager
- Projects and Facilities Manager
- Facilities and Purchasing Manager
- Specialist Facilities Management Engineer
- Facilities Technical Manager

What does a Facilities Manager do?

- A Facilities Manager provides a single point of entry for the coordination of all services relating to the efficient and effective running of a Facility. This includes setting up and running a helpdesk for all services and track work as well as customer activities.
- A Facilities Manager is responsible for procuring 'value for money' services that perform the clients requirements.
- The Facilities Manager develops the Facilities Management Strategy and Plan which includes look at the building in the long term and make sure solutions add value and are not just 'short term' fixes.
- He/she:
 - Manages sustainability issues and report on utilities.
 - Reduces the impact of the use of facilities on the environment.
 - Applies and reports on environmental principles.
 - Manages large contracts i.e. cleaning & technical maintenance to ensure contractors adhere to agreed standards.
 - Implements and reports on adherence as well as financial benchmarks for services.
 - Is responsible for some aspects of the Occupational Health and Safety Act.

Facility Managers are jugglers

[Click here](#) to watch a video by Steelcase Inc on the job of a Facilities Manager.

What must you be able to do?

- Report to senior management in an effective manner on a regular basis.
- Deal with lots of customers and be able to understand and show empathy in these dealings.
- Manage contracts for services and goods on a daily basis and provide service level and financial reports.
- Provide leadership and management skills to a Facilities Management team comprised of diverse skills.

Competencies of a Facilities Manager

1. Planning and Project Management
2. Operations and Maintenance
3. Real Estate
4. Quality Assessment and Innovation
5. Leadership and Management
6. Human and Environmental Factors
7. Finance
8. Communication
9. Technology
10. Risk Management
11. SHEQ