

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 **British Institute of Facilities Management (BIFM)** definition is "Facilities Management is the integration of multi-disciplinary activities within the built environment and the management of their impact upon people and the workplace".

The definition provided by the **International Facility Management Association (IFMA)** is: "The practice or coordinating the physical workplace with the people and work of the organization; integrates the principles of business administration, architecture, and the behavioral and engineering sciences."

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.
- Manage sustainability issues and report on utilities.
- Reduce the impact of the use of facilities on the environment.
- Environmental principles must be applied and reported on.
- Manage large contracts i.e. cleaning & technical maintenance to ensure contractors adhere to agreed standards.
- Implement and report 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



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