Facilities Management Sector Guide
COVID-19 Important Information

The Coronavirus (COVID-19) pandemic continues to grow and we are all making significant adjustments to our working and home lives in response to government guidance. Our primary priority is to ensure we protect the well-being and safety of our staff, and you, our Service leavers. We have been closely monitoring the situation and working with the MOD and they have now confirmed a policy to suspend face to face activity until 30th April 2020, in order to follow advice on social distancing. This policy will be reviewed regularly and will be adjusted in line with advice from the Government.

Please be assured that despite this, CTP staff remain fully operational to work remotely, are contactable, and very much still here to support you. Please email your usual point of contact if you require any help with your resettlement.

We have created some FAQs to address questions you may have – please click the green button below.

READ FAQs
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Facilities Management Sector Guide – Considering a career in this sector?

Facilities management (FM) is the total management of all services and built environment infrastructure that support the core business of an organisation.

Good facilities management makes a huge difference to the efficiency and productivity of a company, its staff and even its clients.

Facilities Management is integral in workspace strategy as well as supporting business continuity and when delivered well can drive employee engagement as well as helping attract and retain the best talent. Using best business practice, a company’s operating costs can be reduced while its productivity is increased. It is the discipline that ensures all the different buildings and services of a company work as efficiently as possible.

The skills required of FM professionals encompass the whole range of asset and built environment knowledge whilst also embracing often significant change management and mobilisation programmes. FM professionals are found in all sectors of industry, commerce and services and may be employed by consultants, facilities management providers, client departments, the public sector etc.

Why work in Facilities Management Sector?

- Attractive packages and good promotion prospects:
- Exciting training and development opportunities
- Great variety of career paths
- Global opportunities
- Significant growth in this Industry
- Challenging

Key Skills:

- Health & Safety, Risk Management
- Ability to prioritise and multi-task
- Interpersonal skills
- Flexibility and Innovative
Organisations that support Military Recruitment

Mitie
A facilities, property and energy management company offering their services to a wide range of public and private sector businesses in every industry. Mitie employ over 70,000 people across all aspects of the organisation and are a FTSE top 250 company. Mitie Technical Facilities Management is proud to work with the MOD to support members of the Armed Forces seeking employment in the Private Sector. We have a number of success stories already in our business and offer support and training to ensure as smooth a transition as possible. Mitie Careers

Babcock International Group
Babcock International Group is the UK’s leading engineering support services organisation with revenue of over £3.2bn in 2013 and an order book of circa £12 billion. Defence, energy, telecommunications, transport and education are all sectors where Babcock International Group can be found working diligently behind the scenes, delivering critical support. Babcock Careers

Amey
On behalf of the Defence Infrastructure Organisation, we look after our Armed Forces by delivering essential infrastructure and housing services. We provide present day solutions to the MOD throughout the United Kingdom. Amey Careers

Compass Group
the global market leader in providing food and a range of support services to customers in the workplace, schools and colleges, hospitals, at leisure and in remote environments. Working in over fifty countries with over 470,000 employees, Compass Group combines local knowledge with global reach.” (Compass Group, 2016). Compass Careers
Kier Group is a leading property, residential, construction and services group which invests in, builds, maintains and renews the places where we work, live and play. We operate across a range of sectors including defence, education, housing, industrials, power, transport and utilities. Kier Careers

Cloudfm was launched in 2011 by a team of FM experts. Having experienced the limitations of conventional solutions, the founders believed that a new approach was required, one that challenges the status quo and validates its claims with tangible results. Cloudfm is that step change. We've demonstrated that you can have visibility, control and cost savings without compromise, and that genuine improvement comes from a combination of the right technology and people. CloudFM Careers

a leading supplier of on-site services to the Ministry of Defence, we believe we are ideally placed to support regular and reserve forces, ex-forces and their families, not just in our catering, retail and leisure facilities, but through every aspect of our business. Sodexo Careers
Why work in Facilities Management?

Facilities management is a wide-ranging industry that’s always in demand and offering competitive wages and relatively easy entry points. With more buildings and companies springing up in cities across the country, and more accessible programs to help you advance in the field, now is the perfect time to pivot to a fruitful career in facilities management.

Diversity of opportunity

There are two major types of facilities management, each offering their own unique opportunities. Hard FM and Soft FM. Hard FM refers to services relating to the actual structures and systems that make a facility work, and can include fire safety, plumbing, structural, and elevator maintenance. Soft FM refers to services that overlap with property management, such as pest control, cleaning, grounds maintenance, and security.

A global career

FM is international in nature and some roles can offer excellent opportunities for travelling and working in other countries.

Still Thinking!

Facilities management covers a wide range of service types. Within each option, there are “in-the-field” roles that can be entered with relatively low entry requirements, but a good degree of technical training/experience. There are also “bird’s eye” roles that oversee and coordinate efforts, which usually require a degree and extra certifications, or extensive prior experience in the field.

And finally…

Still not convinced? Working in FM offers a huge variety of opportunities as well as the possibility of early responsibility, rapid career progression and good pay and benefits.

The increase in public-private partnership funding has increased opportunities in facilities management and these projects are more likely to offer financial bonuses and better salary increases.
FM in detail, what do they do?

Here are a few examples of jobs from across the FM spectrum:

What happens in FM?

In both Hard FM and Soft FM, there really are limitless opportunities for people to work within a sector that interests them regardless of whether you are an engineer or a manager. The FM industry has plenty of variety – not least because of the vast array of opportunities and levels.
Engineering/Maintenance – Building services Engineer

A building services engineer will be able to design, install and maintain the services that are needed to allow a building to do what it’s designed to. In any building, this includes:

- acoustics
- health and safety
- heating
- lifts and escalators
- lighting
- power and supply
- security.

Sustainability is an important issue and you’ll be at the cutting-edge of designing, developing and managing new technologies that help to reduce the carbon emissions of a building.

QSHE – Quality, Health, Safety and Environment

Health and safety advisers, also known as officers or practitioners, use their knowledge and skills to promote a positive health and safety culture in the workplace.

They are responsible for ensuring that employers and workers comply with safety legislation and that safety policies and practices are adopted and adhered to.

Working in a range of organisations, from multinationals to small consultancies, health and safety advisers plan, implement, monitor and review protective and preventative safety measures.

Right For You?

✓ Problem Solving Skills
✓ Good Under Pressure
✓ Organised
✓ Technical Knowledge

Right For You?

✓ Investigative Mind
✓ excellent communication and 'people' skills
✓ Attention to Detail
✓ Patience and Diplomacy
Security Operations

Manned security can fall under facilities management companies in addition to fitting into the security infrastructure. Areas of service include inspecting central alarm systems, preventing malfunctioning triggers on doors, tracking and repairing key cards, maintaining security camera operation and collecting its footage, and creating standards for employees to follow.

In retail facilities, this can extend to protection of merchandise and their security tags.

Business Continuity

Develop, maintain, or implement business continuity and disaster recovery strategies and solutions, including risk assessments, business impact analyses, strategy selection, and documentation of business continuity and disaster recovery procedures.

Plan, conduct, and debrief regular mock-disaster exercises to test the adequacy of existing plans and strategies, updating procedures and plans regularly. Act as a coordinator for continuity efforts after a disruption event.
Management Roles – Contract Management, Procurement, Financial

A range of management roles are available in all areas of the FM sector and can be very varied from Contract Management, Bid Writers/Management, Financial Management and HR are just a few examples of roles available.

As a manager you will be expected to manage all aspects of your area of business this could be ensuring that all areas are operating as efficiently as possible with in the resources available.

Facilities Manager

You will be responsible for the management of services and processes that support the core business of an organisation. Facilities managers make sure that an organisation has the most suitable working environment for its employees and their activities.

This is a diverse field with a range of responsibilities, which are dependent on the structure and size of the organisation.
Design/Space Planning

Offices are subject to frequent change, whether it's expansion of space, rising and falling staff count due to busy contractor seasons, or movement to new facilities entirely.

This would all be a costly mess without careful planning and a helpful Computer Aided Facility Management (CAFM) software.

Those working in this discipline are able to make staffing and space changes run smoothly while meeting regulations and preparing for all eventualities. Its value to an organization is considerable.

Soft Services

Soft Services in Facilities Management generally refer to the set of soft services management that are used by a business' employees and can ensure a pleasant and more secure environment to work in. However, soft facilities management services are not essential and can be added or removed at any point.

Many companies often underestimate the need for soft facilities management in their organisations, but an effective soft services management is essential for every business to operate efficiently.

*Soft services in facilities management* ensure a more pleasant, safe and secure working environment. Here’s a list of soft services in facilities management examples include:

- Commercial cleaning services
- Waste management services
- Security services
- Painting & decorating
- Commercial grounds maintenance & landscaping
- Office moves
- Winter gritting services
- Commercial catering services
**Decision Making**: Do not underestimate the value of your experience. For example, the experience of handling difficult, ambiguous situations where you have had to make a decision at the spur of the moment.

**Leadership**: There is no institution in that world that teaches you leadership like the military.

**Determination**: Imagine your platoon having no sleep for three days, it has not stopped raining for a week and you get a call saying you have to move immediately to a destination 50 miles away. That is a unique experience that prepares you for any kind of challenge you could face in the FM Industry.

**Organisational skills**: Many jobs in the military revolve around organisation and require meticulous attention to details and deadlines. There are a variety of jobs in the FM sector that are a perfect match for Service leavers in departments like Operations, Health and Safety, Management and Technology.

**Focus & Discipline**: Service leavers are very good at focusing on the mission and have a very strong set of principles that form the basis of how they conduct themselves. Service leavers also have a high degree of discipline and attention to detail learned on active duty. These attributes are highly transferable in the FM sector.

**Essential skills**: A recognised Facilities Management qualification is now a standard requirement within the industry as the role of the Facilities Manager becomes more defined. There may be a requirement for you to have a trade such as engineering or health and safety. Generally, you will be responsible for health and safety issues on site, so an IOSH or NEBOSH qualification could also be useful. For this and other management roles within the facilities management sector there is a requirement to have solid business acumen and financial planning skills.

**In order to set yourself apart, you will also need to show you have:**

- Commercial awareness
- Leadership qualities and interpersonal skills
- Initiative and enterprise
- Analytical ability and a talent for problem solving
- Influencing skills and the ability to negotiate
- The ability to be inquisitive and research topics thoroughly
- Resilience
Salary and Benefits

Despite some tough economic conditions the FM sector still offers competitive salaries and benefits to candidates. The table below provides a snapshot of the various roles and typical earnings potential.

Salaries rise with experience and vary according to function and location. The highest salaries are typically in London and the South East. Facilities assistants can expect to earn from £18k on average.

<table>
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<tr>
<th>Job ID</th>
<th>Job Title</th>
<th>Location</th>
<th>Closing Date</th>
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<tbody>
<tr>
<td>N326890</td>
<td>Premises Maintenance Operative</td>
<td>South of England</td>
<td>18/05/2020</td>
</tr>
<tr>
<td>F326469</td>
<td>Technical Facilities Manager</td>
<td>England</td>
<td>21/05/2020</td>
</tr>
<tr>
<td>N326096</td>
<td>Facilities Manager</td>
<td>Middle East</td>
<td>28/05/2020</td>
</tr>
<tr>
<td>N326387</td>
<td>Maintenance Engineer Electrical (&amp; Mechanical)</td>
<td>Yorkshire and Humberside, York</td>
<td>31/05/2020</td>
</tr>
<tr>
<td>F326745</td>
<td>Area Facilities Manager</td>
<td>Midlands - West, Birmingham, West Midlands</td>
<td>25/05/2020</td>
</tr>
<tr>
<td>N326871</td>
<td>Water Treatment Technician-Slough/Reading-£18-£29k</td>
<td>Slough, Reading, Hemel Hempstead, Hertfordshire, South of England</td>
<td>28/06/2020</td>
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Remember to check [RightJob](#) Regularly for new FM Opportunities
MITIE DRIVES TO SUCCESS WITH BMW GROUP

Mitie has expanded its service offering for BMW Group with a new five-year engineering and energy contract along with a five-year extension of its cleaning and landscaping contract with the car manufacturer. Mitie’s Engineering division will provide maintenance services on the mechanical and electrical systems at BMW Group’s UK manufacturing locations in Swindon, Oxford and Hams Hall, near Birmingham. These new services will deliver critical maintenance to ensure resilience and allow BMW Group to operate with maximal uptime at its facilities. More Info

APLEONA SAILS TO VICTORY WITH SIEMENS MOBILITY

Apleona HSG Facility Management UK has been awarded a new multi-million pound contract to deliver FM services for Siemens Mobility, one of the UK’s largest transport technology organisations. More Info

FM INTERSERVE SECURES TFM DEAL WITH LANDSEC

Interserve Group Limited has won a total facilities management (TFM) contract to deliver total facilities management (TFM) services at seven of Landsec’s major retail centre across the UK. The agreement, worth £18.5m per annum, is in part a recognition of Interserve’s successful delivery of soft FM services to Landsec since 2015. More Info
Training Useful in the FM Sector

Career Transition Partnership offers a range of courses relevant to the FM industry

Virtual classrooms becoming a Reality!

CTP have been working hard to ensure that Service leavers can access resettlement services in the safest possible way and we have introduced Virtual Classrooms to some of our existing Vocational Training courses.

A course delivered in a Virtual Classroom is where learners log into an online platform, from their home or safe location and they can see and interact with a live trainer who is delivering the course in the same way as it would be in the classroom. End of course examinations are taken online and learners will be required to have a webcam, microphone and speaker/headset in order to interact fully.

The following courses will be delivered in this format:
- 6 Day APM (PMQ): https://www.ctp.org.uk/resettlement-training/find-a-course/details/6-day-apm-project-management-(pmq)
- 10 Day APM (PMQ); https://www.ctp.org.uk/resettlement-training/find-a-course/details/10-day-apm-project-management-(pmq)
- APMG Change Management: https://www.ctp.org.uk/resettlement-training/find-a-course/details/apmg-change-management

Those who have already booked places on our face to face courses between now and 30 April have been offered the opportunity to switch onto our Virtual Classroom courses, and we will be opening up bookings for our May courses shortly. For further information on courses and start dates please visit our website https://www.ctp.org.uk/resettlement-training/find-a-course?department=general-management

To book your place please contact CBIC on 01252 954007

Please read through our Frequently Asked Questions on www.ctp.org.uk which answers many of your queries regarding training during the current Coronavirus situation.
Training Useful in the FM Sector

Career Transition Partnership offers a range of courses relevant to the FM industry

New Vocational Training course dates to September 2021 are available on our website!
CTP are pleased to advise that our vocational training course dates are now available for booking for courses commencing up to September 2021!
We have added additional availability to our most high demand courses, and continue to offer a range of highly subsidised contract funded training, providing excellent value for money.
Course dates, locations and prices can be found on our website, along with detailed descriptions and downloadable factsheets.
To make a booking for any of our courses, please call our Course Bookings & Information Centre CBIC on 01252 954007.
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<tr>
<td><strong>National Careers Service</strong> – Find out more about careers in the FM Sector, skills, qualifications and training.</td>
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<tr>
<td><strong>Career Transition Partnership</strong> – The MoD's official provider of Armed Forces Resettlement. We also provide a free recruitment service for employers wishing to hire ex-military personnel.</td>
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<tr>
<td><strong>Sector Skills Assessment</strong> – An outline of skills needs and priorities for the real estate and facilities management sector.</td>
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<td><strong>Institute of Workplace and Facilities Management</strong> – The Institute of Workplace and Facilities Management (IWFM) is the pioneering body for workplace and facilities management professionals.</td>
</tr>
<tr>
<td><strong>The National Examination Board in Occupational Safety and Health (NEBOSH)</strong> – offer a comprehensive range of globally-recognised qualifications designed to meet the health, safety and environmental management needs of all places of work.</td>
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<tr>
<td><strong>The Institute of Occupational Safety and Health (IOSH)</strong> – is the world's leading professional body for people responsible for safety and health in the workplace.</td>
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<tr>
<td><strong>Royal Institution of Chartered Surveyors (RICS)</strong> – the global professional body promoting and enforcing the highest international standards in the valuation, management and development of land, real estate, construction and infrastructure.</td>
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<td><strong>The Institute of Occupational Safety and Health</strong> – The Institution of Occupational Safety and Health (IOSH) is the world's leading professional body for people responsible for safety and health in the workplace.</td>
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<tr>
<td><strong>City &amp; Guilds</strong> – What we do is about more than skills, qualifications and jobs. Backed by a Royal Charter, we exist to make sure that people can contribute to successful businesses and economies.</td>
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<tr>
<td><strong>Open University</strong> – The Open University is a public distance learning and research university, and one of the biggest universities in the UK for undergraduate education.</td>
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<tr>
<td><strong>Edexcel</strong> – Edexcel is a multinational education and examination body owned by Pearson.</td>
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### Useful Links

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<th><strong>ELCAS</strong> - The MOD's Enhanced Learning Credits Scheme (ELC) is an initiative to promote lifelong learning amongst members of the Armed Forces. The ELC scheme provides financial support in the form of a single up-front payment in each of a maximum of three separate financial years.</th>
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<tr>
<td><strong>Facilities Management Journal (FMJ)</strong> - the number one for the latest facilities management news, comment and in-depth analysis for facilities managers</td>
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<td><strong>Tomorrow’s FM</strong> - the latest facilities management news stories, tomorrow's FM is your digital facilities management magazine a portal for all your FM news.</td>
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<tr>
<td><strong>FM Industry</strong> - Global industry news and opinion</td>
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<tr>
<td><strong>Premises &amp; Facilities Management Online (PFM)</strong> – Facilities Management Journal</td>
</tr>
<tr>
<td><strong>1st Facilities Management News</strong> – latest news in the FM industry and events.</td>
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<td><strong>Institute of Workplace and Facilities Management</strong> - The Institute of Workplace and Facilities Management (IWFM) is the pioneering body for workplace and facilities management professionals.</td>
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Last Updated May 2020