Facilities Management Sector Guide
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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
- amey
- Sodexo
- KIER
- Babcock
- JointForces@ISS
- Antac Support Services
- Interserve
- Serco
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 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**

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. **Amev Careers**

Serco is a FTSE 250 international service company which combines commercial know-how with a deep public service ethos. We improve services by managing people, processes, technology and assets more effectively. We advise policy makers, design innovative solutions, integrate systems and - most of all - deliver to the public. Serco supports governments, agencies and companies who seek a trusted partner with a solid track record of providing assured service excellence. **Serco 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**

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**

Antac Support Services provide premium support services to meet the varying challenges of our clients’ needs. Our full range of services and customer care programmes are designed to provide a safe, pleasant and efficient working environment for our clients and their staff. Our business has been built on an ethos of customer satisfaction with the aim of being the preferred choice within the industry.

Interserve’s vision is to redefine the future for people and places. We are one of the world's foremost support services and construction companies, operating in the public and private sectors in the UK and internationally. We offer advice, design, construction, equipment, facilities management and front-line public services. Interserve is based in the UK and is listed in the FTSE 250 index. We have gross revenue of £3.1 billion and a workforce of over 75,000 people worldwide. We are committed to equal opportunities for all.

ISS Facility Services, run regular ‘introduction to ISS and the world of facilities management’ events. They explain the scope of the ISS global business and the different roles and opportunities that are available in the industry – from engineers and call centre handlers, to receptionists and operations managers. ISS run a JointForces@ISS programme which offers CWAs and mentoring. Contact karnold@ctp.org.uk for more information on this programme.
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**

**Quality, Health, Safety & Environment (QHSE)**

**Security**

**Business Continuity**

**Management Roles – Contract Management, Procurement, Financial**

**Facilities Manager**

**Design/Space Planning**

**Soft Services**
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.
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.

Right for you?

✓ Good Communication Skills
✓ Negotiating Skills
✓ Team Player
✓ Customer Service

Right for you?

✓ Leadership
✓ Planning and Policy
✓ Strong interpersonal skills
✓ Excellent communication skills
Management Roles – Contract Management, Procurement, Financial Management

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.

Right for you?

✓ Relationship Building
✓ Project Management
✓ Good Communication Skills
✓ Team player
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
Know your skills? Service leavers have the skills that the FM Industry is looking for

**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
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>
<thead>
<tr>
<th>Job ID</th>
<th>Job Title</th>
<th>Location</th>
<th>Closing Date</th>
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<tbody>
<tr>
<td>F411359</td>
<td>General Services Manager</td>
<td>Leamington Spa, Warwickshire</td>
<td>13/12/2021</td>
</tr>
<tr>
<td>F413512</td>
<td>FM Operations Manager</td>
<td>Leamington Spa, Warwickshire</td>
<td>13/12/2021</td>
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<tr>
<td>F406573</td>
<td>Senior Project Manager</td>
<td>London</td>
<td>17/12/2021</td>
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<tr>
<td>F414804</td>
<td>Commissioning Manager</td>
<td>West Berkshire</td>
<td>17/12/2021</td>
</tr>
<tr>
<td>F417229</td>
<td>Soft Services facilities Manager</td>
<td>Leamington Spa, Warwickshire</td>
<td>28/12/2021</td>
</tr>
<tr>
<td>N416864</td>
<td>Soft Services Manager</td>
<td>Exeter, Devon</td>
<td>15/02/2022</td>
</tr>
<tr>
<td>N412007</td>
<td>Site Facilities Manager</td>
<td>Bracknell, West Berkshire</td>
<td>31/01/2022</td>
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Remember to check RightJob Regularly for new FM Opportunities
News from the FM Sector

NEW HOSPITALS TO MEET NEW STANDARDS FOR SUSTAINABILITY

Leeds Teaching Hospitals NHS Trust has set an ambition to meet new standards for greener and more sustainable hospitals in the UK, as part of its Hospitals of the Future Project that will see the construction of two new state-of-the-art hospitals in Leeds. The Trust’s original design briefing for the new hospitals featured issues surrounding sustainability and environmental impact. Energy, carbon emissions and the use of sustainable construction methods and materials are considered as areas of particular significance to the Trust. More Info

HSE LAUNCHES NEW MENTAL

The Health and Safety Executive (HSE) has launched a new campaign, ‘Working Minds’, which examines issues relating to health at work. The campaign aims to help businesses recognise the signs of work-related stress and make tackling issues routine, and whilst ‘Working Minds’ is specifically targeting six million workers in small businesses, HSE is calling for a culture change across Britain’s workplaces, to ensure psychological risks are treated the same as physical ones in health and safety risk management. More Info

UTILITY TEAM PARTNERS WITH CENTRICA TO DELIVER ENERGY INSIGHTS

Utility Team has officially announced its partnership with Centrica Business Solutions to deliver an Energy Insights solution that helps businesses optimise their energy consumption and drive down carbon emissions. Utility Team's Energy Insights provides greater energy consumption monitoring and intelligence-driven energy efficiency solutions for organisations across many sectors. These solutions will be powered by Centrica Business Solutions' Panoramic Power technology. 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:

• 5 Day APM (PMQ): https://www.ctp.org.uk/resettlement-training/find-a-course/details/5-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)
• IWFM Level 4 Certificate in Facilities Management: https://www.ctp.org.uk/resettlement-training/find-a-course/details/iwfm-level-4-certificate-in-facilities-management
• PRINCE 2: https://www.ctp.org.uk/resettlement-training/find-a-course/details/prince-2
• APMG Change Management: https://www.ctp.org.uk/resettlement-training/find-a-course/details/apmg-change-management
• Management of Risk: https://www.ctp.org.uk/resettlement-training/find-a-course/details/management-of-risk
• Agile Project Management: https://www.ctp.org.uk/resettlement-training/find-a-course/details/agile-project-management-foundation-and-practitioner-certificate

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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<th>Further Information</th>
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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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<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 (IWFM)</strong> - The Institute of Workplace and Facilities Management (IWFM) is the pioneering body for workplace and facilities management professionals.</td>
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<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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<tr>
<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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<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

**ELCAS** - 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.

**Facilities Management Journal (FMJ)** - the number one for the latest facilities management news, comment and in-depth analysis for facilities managers

**Tomorrow’s FM** - the latest facilities management news stories, tomorrow's FM is your digital facilities management magazine a portal for all your FM news.


**FM Industry** - Global industry news and opinion

**Premises & Facilities Management Online (PFM)** – Facilities Management Journal

**1st Facilities Management News** – latest news in the FM industry and events.

**Institute of Workplace and Facilities Management** - The Institute of Workplace and Facilities Management (IWFM) is the pioneering body for workplace and facilities management professionals.