







## CONTENTS

---

04 What is a Facilities Manager?

---

06 Working Hours And Environment

---

06 Is Facilities Management The Right Career For You?

---

07 Personal Skills

---

08 Education and Training

---

11 Writing a Great CV

---

13 Using Social Media To Increase Awareness  
And Brand Credibility

---

15 Where To Find The Best Facilities Management Jobs

---



## WHAT IS A FACILITIES MANAGER?

---

Facilities management is a large and expanding industry with around 60,000 facilities managers employed in the UK alone.

A diverse range of organisations employ the services of facilities managers including those involved in:

- IT (Information Technology)
- Banking
- Insurance
- Transport
- Manufacturing
- Engineering
- Public services such as the NHS
- Central and local government

Large organisations may employ facilities managers directly and permanently or on a short term contract basis depending on the industry they are in. Facilities managers are also employed by building management companies that manage buildings for their clients.

Facilities management encompasses a wide range of tasks including the administration and management of commercial premises, sports venues, office buildings, schools and hospitals. It is the job of a facilities manager to ensure that the environment in these buildings is safe for those people working in the buildings and for those who use or visit them. In addition the facilities manager will be responsible for the efficient running of the facility and further duties may include maintenance of the building, contract management and administration.

All or any of the following duties could be part of a facilities manager's remit:

- Inspections for security and cleanliness of the facility
- Arranging for the maintenance and repair of equipment
- Health and safety
- Management of waste
- Pest control
- Ensuring that heating and air conditioning systems are working efficiently
- Inspection of the exterior of the facility including windows and doors
- Environmental and energy efficiency management
- Procurement and contract management
- Building and grounds maintenance
- Arranging and inspecting cleaning;
- Catering and vending
- Utilities and communications infrastructure
- Space management
- Preparing documents to put out tenders for contractors;
- Project management and supervising and coordinating work of contractors;
- Investigating availability and suitability of options for new premises;





## WHAT IS A FACILITIES MANAGER? *Cont.*

---

A facilities manager is often responsible for conducting meetings with service provider contractors such as those who undertake cleaning and security.

It may also be part of the facilities manager's job to meet with internal staff and discuss such issues as changes to the layout of the facility or perhaps a move to another office in a different location.

Whether employed directly by an organisation or under contract, facilities managers are usually responsible for managing an on-site team of dedicated contractors such as plumbers, electricians and general maintenance workers usually have a dedicated team to assist in managing contractors such as electricians and plumbers working on site.

Facilities managers are expected to respond rapidly to any problems that may arise and must ensure that they have all the resources available to resolve problems quickly. Problems that may require rapid response and resolution could be a fire or burglar alarm going off in the early hours of the morning, the central heating boiler breaking down or unexpected flooding anywhere in the building.

In today's high tech society most organisations will have a database for maintenance management and the facilities manager needs to ensure that all relevant data regarding maintenance activity is accurately recorded in the system as well as keeping original hard copies filed in an appropriate, easy to manage filing system.

They also ensure that all relevant documentation associated with maintenance activities is accurately completed and registered in a maintenance management database.



## WORKING HOURS AND ENVIRONMENT

---

The hours that facilities managers work are usually flexible and variable but usually they should expect to work during normal office hours, Monday to Friday and an average of 35 to 40 hours per week. However, they are often required to be available 24/7 due to emergencies that could arise. This normally applies no matter whether they are employed on permanent contract within an organisation or temporary fixed term contract for a specific period of time.

Facilities managers are office based but in some circumstances may be required to travel between locations to inspect and supervise projects or maintenance work, where a company has more than one facility.

Depending on qualifications and experience salaries can vary between £20,000 and £38,000 per annum. However, highly qualified and experienced facilities managers can earn more than £50,000 per annum.

Additional benefits often include a pension scheme, private health care, performance-related bonuses, company car or car allowance and profit share or share save schemes.



## IS FACILITIES MANAGEMENT THE RIGHT CAREER FOR YOU?

---

Who do you contact if lighting fails in your office building, or a tap is leaking in the ladies? It is usually the facilities manager and he or she will also come to your rescue if you are stuck in the lift or someone has parked in your allocated parking space. Indeed almost every problem that causes inconvenience in a building including the failure of equipment is normally resolved by the facilities manager. Working in facilities management could never be described as boring since there are so many different things that the facilities manager is in control of and responsible for, ensuring on a daily basis the smooth and efficient functionality of the facility.

In addition to the educational qualifications and experience that facilities managers need to possess, a prerequisite to become one is excellent communication and organisational skills.



## PERSONAL SKILLS

---

There are a number of personal qualities that all good facilities managers have, allowing them to carry out their jobs in a smooth and efficient manner. These qualities assist them in interacting with the many people they come into contact with during the course of their work including the teams of tradespeople that assist them.

These qualities include:

**Discipline** - carefully drawn up, organised plans to deal with the many problems you will have to cope with as a facilities manager are essential. A disciplined approach is necessary to ensure that the building, for which you have responsibility, is in perfect condition with everything working to optimum capacity and functionality.

**Communication** – excellent communication skills are required if you want to become a successful facilities manager since you will be communicating with people at all levels. Normally you will be the point of contact for contractors, employees, suppliers and possibly the owners of the building who may be your employers. Ordering necessary supplies, reporting to the person who employs you, discussing problems with people who work in the building and communicating effectively with your team when delegating tasks, are all ways in which your communication skills will be put to use.

**Patience** - as a facilities manager, it is more than likely that on occasion you will encounter multiple problems in different locations throughout the building and the departments reporting such problems will all want them dealt with first. Your patience may be stretched to the limit from time to time but you will have to solve all the problems in the most expedient way and present an image of calm efficiency to those reporting them.

**Flexibility** – if you become a facilities manager in a facility that works around the clock your job will be both challenging and demanding. Whilst these places usually have a schedule of separate shifts, there may be occasions when you will be expected to work longer hours than normal and in some cases give up your holiday, to ensure that all problems are resolved. Often you will be on 24 hour call and therefore this is one career choice that requires a high level of flexibility.

If you feel you can remain calm in all situations, multi task as required, have a smile on your face no matter the situation, are patient and understanding, not to mention highly organised with great interpersonal skills, a career in facilities management is well worth considering.



## EDUCATION AND TRAINING

---

There are no set qualifications to acquire a position in facilities management but the route many prospective facilities managers take comprises the following:



### Gaining Experience

---

Working within a relevant industry such as engineering, building maintenance services, construction, hospitality services or accountancy will provide the skills and knowledge that are invaluable for a prospective facilities manager.

Studying for appropriate NVQs whilst working within a facilities management company will achieve on the job training as well as relevant qualifications. NVQs to opt for are one or both of the following:-

- British Institute of Facilities Management (BIFM) qualifications
- Institute of Leadership and Management Level 3 in Facilities Management

You can also:

- Study for a foundation degree or a Higher National Diploma (HND) in facilities management.
- Study for a degree in facilities management or in a subject such as management or business studies.
- Obtain relevant professional qualifications from the BIFM or relevant professional qualifications in surveying, estate management or accountancy.
- Obtain a Diploma in Construction and the Built Environment which may be relevant to facilities management.

To be considered for a facilities management position the academic requirements will vary depending on which of the above routes you have taken. For example you may secure a position with further training if you have 4 (A-C) GCSE's or equivalent. However, if you want to study for a degree you will need a minimum of 5 (A-C) GCSE's plus 2 A levels or equivalent; or you might want to gain a postgraduate diploma or Master's degree in facilities management.





## A Few More Qualifications And Training Courses To Consider

---

When you have secured your first position in facilities management your more experienced colleagues may offer advice as to further qualifications and training that may be useful. Depending on the qualifications you already have, you might consider studying for a degree or post graduate qualification on a part time basis related to administration, facilities management or building management.



## Training Organisations

---

- BIFM - offering examinations leading to a professional qualification at degree level
- BIFM Training, offering short courses on specialist topics such as health and safety and property management.
- Chartered Management Institute - which offers a range of management courses

There are two routes to the BIFM professional qualification that assesses the knowledge and experience of facilities managers against competence standards.

They are:

- Examination - comprising 7 modules, normally spanning 2 to 4 years, followed by completion of a portfolio of evidence from the workplace.
- Higher education - involving successful completion of a BIFM-accredited higher education course, followed by completion of a portfolio of evidence from at least 2 years' experience in the workplace

CPD (continuing professional development) is extremely important to facilities managers, a process that allows you to enhance your skills and increase your knowledge and understanding to progress your career and efficacy.

Facilities management requires not only technical skills related to property, but also management skills in budgeting and cost control, business strategy and people management skills. You can obtain one or more of these requirements by getting:

- A foundation degree, BTEC HND or degree in facilities management
- Other degree/HND subjects such as management and business studies
- Relevant professional qualifications, such as a Chartered Surveyor, Accountant or Hospitality Professional
- Experience in a relevant field such as construction, building services, engineering, accountancy, hospitality or healthcare





## **Training Organisations *Cont.***

---

It is not always necessary to have formal qualifications in facilities management. If you possess excellent administrative and organisational skills you may work your way up in an organisation to being offered a position as facilities manager. National Examination Board in Occupational Safety and Health (NEBOSH) and Institution of Occupational Safety and Health (IOSH) are useful qualifications to have and indeed, may be essential in some facilities management positions.

When you have secured employment as a facilities manager you can work toward obtaining the BIFM (British Institute of Facilities Management) qualification which is nationally recognised. This assesses your knowledge and experience against competence standards.



## **Letters After Your Name**

---

With BIFM membership you would be able to attend regional continuing professional development (CPD) events and annual conferences.

As a surveyor with membership of the Royal Institution of Chartered Surveyors (RICS), you can use the title Chartered Facilities Management Surveyor provided you meet the RICS criteria.





## WRITING A GREAT CV

---

So you want to apply for a job as a Facilities Manager but are not quite sure where to begin. The first thing you need to do is to write a great CV! A CV is the most important document in the application process for a position. It outlines all the crucial information about you that an employer wants to know, and conveys you in a positive light. This will be the first impression a prospective employer has of you, so it is essential to make it count!

Ensure that you display your name and address clearly and in bold text at the top of the page so that employers who receive it know where to contact you. Be sure to include your email address and telephone number.



### Education And Experience

---

Next, you need to make a clean and tidy list of your qualifications and any university, college and training courses you may have taken. For example, when applying for a Facilities Management position, you may say something like, “Obtained certification from Facilities Management Training Course” or “I have 4 years of experience with practical, hands on tasks in the care and maintenance of large office buildings.”



### Languages

---

When mentioning your skills, be sure to include whether or not you speak more than one language. It is very important for some employers that their staff can connect verbally with the many different nationalities of people they work with.

And when preparing your CV use the language of your profession. The words you use will immediately define your knowledge of your industry when the prospective employer reads your CV so use terms that are frequently used among professionals working within your niche.



## Employment History And References

---

Include your full employment history and list plenty of good references such as employers or past co-workers that you had a good relationship with. If you have undertaken voluntary work that is relevant mention this too. Ensure all of your relevant skills are listed in a clear and concise manner and that there are no spelling or grammatical errors.

If you have worked in more than just the field of Facilities Management, be sure to include that experience as well, but explain how those jobs helped to build skills that would be relevant within management positions. If you used to work at a restaurant in your student days, you may say something to the effect of, “Working at this restaurant taught me how to work well with a team, striving towards the same goals.” Everyone loves a team player, no matter what job you are applying for.



## Personal Interests Relevant To The Job

---

You should also include in your CV a list or paragraph detailing your interests and achievements as they relate to your work. For example if you enjoy organizing special charity events to benefit others, you could say, “I enjoy setting up charity events to raise funds for local children. This has greatly improved my ability to manage projects and coordinate a team of people to work together successfully.”

One tip to consider is whether or not to post your CV through the mail. If you do this, please do not fold the CV in half. Use a large A4 envelope so it doesn’t show up looking wrinkled or creased.

If you are positive, honest, and concise within your CV, you will have no trouble landing the job you truly want.



## ➤ USING SOCIAL MEDIA TO INCREASE AWARENESS AND BRAND CREDIBILITY

---

Did you know that over 1 billion names are “Googled” every day? That is more than the whole population of Europe and the United States put together. So, needless to say, it is more than likely that your name or your company’s name has been “Googled” at some point! People are constantly searching online mediums such as Google and social media platforms such as Facebook, Twitter and LinkedIn to find out more information or get recommendations when hiring professionals. This is why it is so important to maintain and promote your personal brand through social media avenues.

## ➤ Human Resource Departments Google Applicants

---

Another important point to mention is that 75% of Human Resource departments will Google applicants or find them on Facebook and other social media sites. What does this mean for you? Well, if you’re looking for new prospects or hoping to get hired, these searches could be of the utmost importance. Ensure your social media pages are professional, clean and contain absolutely no inappropriate content such as extreme political or religious views.

## ➤ Use Professional Language

---

In order to make your brand appear professional and trusted, you must establish yourself on social media sites such as Facebook, Twitter, LinkedIn, and Google +. With all of these social media avenues you can ensure that information about your brand is always current and makes you look great! When posting messages or statuses on any of these sites, ensure you are using professional language. If you are posting your job qualifications on LinkedIn, for example, you may want to say something like, “As a former Facilities Manager, I was heavily involved in not only planning the day-to-day operations but also in overseeing maintenance within the premises.” Using professional language makes you look good, and makes other people want to work with you!



## **Separate Your Personal And Business Social Media Accounts**

---

Ensure you set up separate social media accounts for your brand/business. Do not use your “personal” accounts to draw in clients or to show off to potential employers. You can create a business page using Facebook, set up a new Twitter account easily or use a Google + page to acquire positive reviews from people you have worked with in the past. A great way to connect with like-minded people or prospective employers is through these avenues. Twitter is one of the best ways to find people who will be interested in what you have to say. It can also be a source of traffic for your brand’s website, or other social media accounts you want clients or employers to know about.



## **Highlight What Makes You Unique**

---

Using a service such as Twitter, you can develop a professional persona for other people to connect with. You need to highlight what makes you unique in your industry. What makes you better than other people who do what you do? You can also utilize Twitter as a research tool, finding people with similar interests or asking them- about their needs and getting further ideas for your brand or business. In order to attract more followers, be sure to post questions that people will want to answer. Post a statement they will consider worthy of replying to. If someone questions you, be sure to reply in a kind, professional and timely manner. Give people the opportunity to get to know you as a business person. “Retweet” helpful posts that are relevant to your brand, and be sure to thank anyone who you see has “retweeted” your posts.

By promoting your brand using social media you can watch your reputation soar at an unbelievable rate!



## WHERE TO FIND THE BEST FACILITIES MANAGEMENT JOBS

---

Facilities management positions are unlikely to be advertised in Job Centres and although you could look for these jobs in a variety of publications and online resources it is more likely that employers looking for Facilities Managers will have placed their requirement with a recruitment agency.

Many employers will have taken the time to find recruitment agencies that specialise in Facilities Management such as Maxwell Stephens Recruitment. The reasons for this are varied but mainly relate to using the skills of professionals to find professionals. For example, you would not key a search into Google for “anything financial” if you were looking for a job in Finance and a similar principle applies when employers place their facilities manager vacancies with a specialist Facilities Management recruitment agency, rather than with general recruitment agents.

By using the services of specialists the employer saves money in advertising costs and time by not having to go through large numbers of CVs that have been received as a result of advertising the vacancy, many of which will be from candidates that are not suitable. Candidates sent from the recruitment agency will already have been interviewed and an assessment made of their suitability before they meet the employer.

The advantages of you focusing your job hunting activity on a specialist agency are many because:

- Specialist recruitment agents have experience in your chosen field
- They are fully informed as to what the employer requires
- They will often have met the employer or may know the employer personally
- By looking at your CV they will instantly know whether you are likely to be a suitable candidate or not
- You are guaranteed an interview since employers have placed their trust in the recruitment agency to send them only qualified candidates
- They have exclusive access to jobs that aren't advertised anywhere else

Hence, the chance of you securing a position is infinitely higher than if you just sent your CV off in response to an online advertisement or an ad you have seen in a newspaper or other publication.

As a professional, using the services of specialist professionals to secure a job in Facilities Management is as much to your advantage as it is to the employer.



# A FINE POSITION TO BE IN



**maxwell  
stephens**  
*Recruitment*

Maxwell Stephens Recruitment is registered in  
England and Wales No. 02660883



## CONTACT

t: 0207 118 4848

w: [www.maxwellstephens.com](http://www.maxwellstephens.com)

e: [info@maxwellstephens.com](mailto:info@maxwellstephens.com)



## LONDON

Golden Cross House  
8 Duncannon Street  
Strand  
London  
WC2N 4JF