

LEVEL 4 FACILITIES MANAGER

Facilities Managers work in the private, public or third sector and all sizes of organisation. A Facilities Manager is responsible for the safe, secure and comfortable day-to-day working environment for properties, assets (e.g. equipment) and services that must be fully compliant with health and safety and other legislation. They are accountable for the management of the delivery of all FM services within their local area of responsibility e.g. for one or more contracts/services; specific services e.g. cleaning, maintenance or fleet services.

They will ensure that levels of performance delivered exceed customer expectations within budget for the properties, assets and services.

They may be employed in-house by an FM company or this function might be outsourced and they may provide FM services in any industry sector.



DURATION

18 - 24 months



LEVEL 4

ROLES/OCCUPATIONS MAY INCLUDE:

Facilities Manager; Facilities Management (FM) Operations Manager; Estates Manager; FM Contract Manager.

PROFESSIONAL RECOGNITION:

Successful completion of the apprenticeship will meet the full requirements of the IWFMM at Associate grade. During the programme, apprentices will receive membership of IWFMM at the Affiliate grade.



FACILITIES MANAGERS HAVE THE KNOWLEDGE AND UNDERSTANDING OF:

K1

Manage property and fixed assets and implement building maintenance plans (*monitor and control premises; optimize the use of space; evaluate the effectiveness of the implementation of a property management plan*).

K2

Ensure the delivery of FM service provision to required standards and identify opportunities for improvement (*identify requirements; identify opportunities for improvements; identify and rectify FM service delivery problems*).

K3

Meet FM compliance, risk and business continuity requirements (*analyse the extent to which compliance, Corporate Social Responsibility (CSR) & sustainability requirements are met; carry out risk assessments; develop a Business Continuity Plan (BCP)*).

K4

Use FM management systems to monitor, report and act on the performance and efficiency of properties, assets and services against FM Key Performance Indicators (KPIs).

K5

Develop and implement delivery plans for the management of FM properties, assets and services and manage change (*carry out activities ethically and sustainably; identify operational impact of change; develop plans to mitigate negative impacts; manage expectations*).

K6

Establish and manage day-to-day relationships with clients and other stakeholders to agreed quality standards (*develop and implement FM quality management operational plans; use appropriate stakeholder management methods; recommend improvements to the quality of FM service provision*).

K7

Motivate, manage and develop FM teams to deliver operational objectives (*deploy assets; assess and plan for individuals' development needs; comply with Human Resources (HR) requirements*).

K8

Manage FM finances and procure FM goods and services, ensuring they are delivered within agreed budgets and make recommendations for innovation (*analyse financial information; develop operational plan and budget; manage budget variances; analyse the effectiveness of procurement practices*).

FACILITIES MANAGERS HAVE THE BEHAVIOURS OF:

CUSTOMER FOCUS

Exceed customer expectations and add value.

COLLABORATION

Work in partnership with others for the common good.

INFLUENCING

Anticipating and responding to others' needs and influencing them to enhance performance.

INNOVATION & QUALITY

Aim for a higher level of excellence.

ETHICS & INTEGRITY

Work for the greater good and not sacrifice high standards for immediate gain or personal benefit.

LEADING PEOPLE

Foster the growth of themselves and others, inspiring them to exceed their personal and professional goal.

SYSTEMATIC APPROACH

Approach work in an orderly way.

HOW IS THE PROGRAMME ASSESSED?

- 1) A facilities work-based project
- 2) A presentation of the work-based project followed by questions
- 3) Professional Discussion on what has been learnt throughout the programme

Learners will need to achieve a pass within each element of the final assessment in order to gain the qualification

OFF-THE-JOB LEARNING:

There are a number of activities that count towards this off-the-job training, for examples, watching PowerPoint presentations, listening to Podcasts, reading industry literature, using our virtual learning system for subjects such as anti-terrorism training, safeguarding etc, self-study, completing assignment and observing senior mentors/senior Leaders.

END POINT ASSESSMENT GATEWAY AND EPA:

The EPA is synoptic and takes place at the end of the apprentice's learning and development, which will be a minimum of 12 months on programme learning. The employer and Mercury will formally sign off that the learner has met the minimum requirements in regards to knowledge, skills and behaviours within the standard and confirm they are ready to move to the EPA.

PARTNERSHIP EXPECTATIONS

LEARNER:

- Voluntarily takes part in the programme for their own development
- Attends all structured learning sessions
- Completes tasks and assignments in agreed time frames
- Takes part in Functional Skills (where needed)
- Takes responsibility for own learning and development

LINE MANAGER:

- Plans time for learning to take place
- Works with Mercury to arrange visits and learning opportunities
- Supports on-the-job learning and offers relevant experience
- Takes part in reviews with apprentices to discuss progress, provide feedback and guide development

MERCURY COACH/MENTOR:

- Organises monthly face-to-face coaching and mentoring
- Facilitates weekly online coaching and mentor support
- Monitors progress
- Provides feedback to apprentice and manager/supervisor

The above expectations meet the funding rule compliance requirements and will be continually monitored across the duration of the programme



ADDITIONAL FREE TRAINING PROGRAMMES PROVIDED BY MERCURY DURING THIS PROGRAMME

Equality, Diversity and Inclusion
GDPR
Team working
Self awareness and personal development
Safeguarding Training
Communications
Fire safety
Introduction to Fraud and Fraud prevention (Retail)
Awareness of Home Working
Awareness of Modern Slavery
IOSH Managing Safely (Level 3 Programme Learners)