

Developing your career in facilities management



Helping you to perform to the best of your ability

Introduction

Whether you are just starting out or are an experienced facilities management professional, the British Institute of Facilities Management (BIFM) can help you perform to the best of your ability.

We are the professional body for facilities management (FM), with over 15,500 individual and corporate members and thousands more that we support with qualifications and training.

This guide has been designed to provide you with a brief description of the Facilities Management Professional Standards and the links between the Standards and:

- > CPD – continuing professional development
- > BIFM qualifications
- > BIFM training
- > BIFM membership routes.

The FM Professional Standards

The FM Professional Standards define the competences you will need to be effective in your role, at each stage of your career.

Created in consultation with industry, the Standards will help you to assess your knowledge and experience, identify gaps in your skills and expertise and plan your future professional development. The Standards describe the expected competences required at each career level.

The FM Professional Standards Framework, set out on the next five pages of this leaflet, consist of a series of high-level statements of competence. Download the full and expanded version in 'The Facilities Management Professional Standards Handbook' from the BIFM website.

For further details, visit www.bifm.org.uk/FMstandards

CPD

Continuing professional development (CPD) covers the wealth of activities you can undertake to keep abreast of the latest developments within the FM industry and to develop your professional interests, knowledge and expertise.

Activities include attending events and exhibitions, taking part in training, webinars and online discussions, reading articles, blogs and books, volunteering, mentoring and supporting BIFM Regional and Special Interest Groups (SIGs).

You decide which activities to get involved with, according to your own particular professional needs.

Start planning your own CPD by following our step-by-step guide and using the online tool to manage, record and reflect on your CPD at www.bifm.org.uk/cpdcycle

Qualifications

BIFM has designed, developed and awards FM qualifications that are recognised nationally and internationally. Flexible and 'fit-for-purpose', BIFM qualifications cover the knowledge and skills required at each career stage from new entrants to director-level positions. Gain a recognised, accredited qualification to support your career and build your earning potential.

For further details visit www.bifm.org.uk/qualifications

Training

BIFM Training provides short courses on all aspects of managing facilities. The programme includes a strong focus on optimising the FM team and developing leadership skills, from supervisory to senior management levels.

For further details, visit www.bifm.org.uk/training

Membership

Becoming a member of the Institute provides access to a whole range of benefits, whether you are new to the profession or highly experienced in it. Use your membership to develop your career, expand your skills and connect with fellow professionals. BIFM membership grades relate directly to the Standards and qualifications, with eligibility and post-nominal letters after your name at Associate grade and above, denoting your professional level at each stage of your career. See the 'Facilities management development pathways' chart on the back cover.

For further details, visit www.bifm.org.uk/join

Contact us

To discuss your professional career development, talk to our team:

T: +44 (0)1279 712620
E: info@bifm.org.uk

www.bifm.org.uk

**British Institute of
Facilities Management**
Number One Building
The Causeway
Bishop's Stortford
Hertfordshire CM23 2ER
United Kingdom

The Facilities Management Professional Standards Framework

FM functional areas		The role of facilities management			
Descriptors		Manages facilities management knowledge to add value to an organisation			
Components	Sector knowledge		Information and knowledge management		
	Strategic	Strategic	Influences and promotes facilities management within and beyond the sector both nationally and internationally	Develops knowledge management strategies and systems to support an organisation's strategic facilities management vision	
Career level	Management		Senior	Understands the changing role, scope and impact of facilities management and influences developments and trends	Manages the use of information and implements information systems to improve business performance
			Manager	Promotes the role, diversity and contribution of facilities management in the wider environment	Analyses and interprets information to make business decisions
	Operational		Supervisory	Understands the role and importance of facilities management within an organisation	Uses information to support facilities management operations
			Support	Understands the structure of facilities management within an organisation	Collects information to support facilities management operations

The Facilities Management Professional Standards Framework

FM functional areas		Strategy and policy development		
Descriptors		Develops facilities management strategy and policy		
Components	Career level	Facilities management strategy	Corporate social responsibility	Facilities management policy
		Strategic	Leads the development of a facilities management strategy that enables a business to achieve its overall strategic objectives	Influences the development of a corporate social responsibility and sustainability strategy
Strategic	Senior	Establishes processes and procedures that enable the implementation of a facilities management strategy	Analyses the scope and impact of corporate social responsibility and sustainability, developing policies that optimise business opportunities	Develops, manages and reviews facilities management policies
Operational	Manager	Implements and evaluates a facilities management strategy, recommending adaptations to meet changing circumstances	Optimises opportunities to promote and integrate sustainable and socially responsible facilities management activities into business practice	Implements facilities management policies and procedures
Operational	Supervisory	Monitors operational performance, reporting on progress and recommending improvements to processes and procedures	Complies with corporate social responsibility and sustainability policies in facilities management activities	Contributes to the implementation of facilities management policies and procedures
Operational	Support	Understands the purpose of a strategy and carries out operational tasks as directed	Understands the need for responsible and sustainable facilities management practices	Understands the purpose of policies and carries out operational tasks as directed

The Facilities Management Professional Standards Framework

FM functional areas		Leadership and management		
Descriptors		Develops and manages a highly motivated and skilled facilities management workforce in a dynamic environment		
Components	Career level	Project management	People management	Change management
		Strategic	Directs and sponsors multiple facilities management projects, managing project relationships, interdependencies and risks	Provides strategic motivational leadership to people development and influence corporate culture, values and behaviour
Management	Senior	Defines and plans facilities management projects, building project teams and controlling project delivery to budget	Plans and motivates the facilities management workforce to meet organisational objectives and encourage innovation	Plans organisational change, ensuring the continuing coherence of facilities management policies and processes
	Manager	Manages the delivery of facilities management projects to plans and targets and reports on progress and performance	Resources, develops and motivates facilities management teams to achieve objectives that contribute to the delivery of an organisation's strategy	Manages the implementation of change plans, supporting and influencing others to accept change positively
Operational	Supervisory	Contributes to the delivery of a facilities management project	Supervises and develops facilities management teams to achieve team objectives	Monitors the impact of the implementation of change to facilities management services
	Support	Supports facilities management project activities as directed	Supports the achievement of facilities management team objectives	Supports the implementation of change positively

The Facilities Management Professional Standards Framework

FM functional areas		Business continuity and compliance			Business support services management		
Descriptors		Builds business resilience and contains business risk			Delivers and innovates facilities management service solutions aligned with business objectives		
Components		Risk management	Compliance	Service innovation	Managing service delivery		
Career level	Strategic	Strategic	Develops and evaluates the effectiveness of a facilities management risk strategy in context of an organisation's risk profile	Develops and evaluates the effectiveness of facilities management policies to meet corporate governance obligations to comply with all legislative, statutory and regulatory requirements	Forecasts trends and facilities management market opportunities, encouraging creativity and embedding innovation within service provision	Develops facilities management service delivery strategy and evaluates the effectiveness of alternative delivery models and their resourcing implications	
			Senior	Develops facilities management risk monitoring systems and processes	Develops and reviews facilities management processes and procedures that meet compliance requirements	Identifies and exploits value-creating opportunities for innovation in facilities management products and services	Creates an operational plan to manage the delivery of a portfolio of facilities management services
	Operational	Supervisory	Implements processes and monitors risk in compliance with an organisation's risk strategy	Develops and reviews facilities management processes and procedures that meet compliance requirements	Identifies ways of adding value to existing and planned facilities management services and promotes services to existing and potential clients	Manages and reviews the delivery of a range of facilities management services	Supervises the delivery of and monitors operational performance within their area of responsibility
			Support	Monitors and reports on health and safety, incident management and business continuity risk within their area of responsibility	Ensures that all operational tasks are carried out in compliance with all legislative, statutory and regulatory requirements	Collects ideas and customer feedback on facilities service delivery, making suggestions for improvements to services or products	Delivers facilities management services to agreed quality standards
			Follows facilities management procedures for health and safety, incident management and business continuity	Understands the impact of legal, statutory and regulatory requirements within the facilities management function	Identifies opportunity for continuous improvement		

The Facilities Management Professional Standards Framework

FM functional areas		Property portfolio management					
Descriptors		Maximises and protects the value of property assets, manages accessibility and ensures their fitness for purpose					
Components	Career level	Strategic	Strategic	Property and asset management	Space management	Managing accessibility and inclusion	Building information modelling (BIM)
		Strategic	Strategic	Influences the development of a corporate estate strategy	Influences the development of a strategy for the use of the internal space of a corporate estate	Ensures that organisational strategy and management objectives embrace the fundamental principles of inclusivity and accessibility	Anticipates and influences developments in BIM, evaluating how their benefits may be harnessed
Management	Senior	Manages and review the implementation of a maintenance strategy	Develops an operational plan for the use of property and assets	Creates a space management plan for a corporate estate	Influences the design of facilities, develops and reviews accessibility management policies, processes and procedures and embeds inclusivity good practice in management decisions	Evaluates the scope and strategic dimensions of BIM and their implications for other aspects of facilities management work	
	Manager	Manages maintenance contracts and programmes	Manages the implementation of plans for the use of property and assets, ensuring the fitness for purpose of properties	Implements and reviews a space management plan for a building or group of buildings	Implements and manages policies and procedures to ensure that facilities are accessible and usable by all and comply with ethical and legal requirements	Analyses the characteristics, uses, users, requirements and value of BIM	
	Supervisory	Supervises maintenance tasks within a maintenance programme	Supervises the deployment of fixed assets and updates fixed asset registers	Supervises the tasks needed to fulfil a space management plan	Ensures that the conduct of all operational tasks does not compromise access to and use of facilities and services	Understands the BIM process and the value of BIM in different contexts	
Operational	Support	Carries out maintenance tasks as directed	Carries out tasks relating to the supply and use of fixed assets as directed	Carries out tasks as directed to achieve the space management plan	Follows accessibility management procedures and practices and understands the impact of not providing an inclusive service	Understands the purpose and benefits of BIM	

The Facilities Management Professional Standards Framework

FM functional areas		Quality management and customer service				Finance and IT	
Descriptors		Fulfils customer expectations and quality requirements				Optimises finance and IT resources	
Components	Career level	Customer service	Stakeholder relationships	Quality management	Financial management	Information technology	
		Strategic	Leads the development of a customer-centric facilities management service/organisation	Creates and evaluates relationships with stakeholders, negotiating and resolving conflict	Embeds a culture of quality into organisational processes	Ensures financial probity and effective corporate governance, evaluates investment and income-generating opportunities	Uses knowledge of developments in technology to influence the facilities management aspects of an IT strategy
Management	Senior	Develops, implements and evaluates a facilities management customer service strategy	Influences and enhances relationships with stakeholders for mutual benefit	Develops a quality-driven strategy for the delivery of facilities services	Informs the strategic business planning process and evaluates performance against budgets	Manages the implementation of IT solutions and evaluates their impact on service delivery	
	Manager	Evaluates performance against customers' quality requirements	Develops and manages productive relationships with stakeholders	Manages and evaluates operational performance to achieve quality standards and encourage continuous improvement	Monitors the delivery of objectives against cashflow limits and budgets, reporting variances and preparing business cases	Manages the use of IT to ensure effective service delivery and encourages the adoption of new technologies	
Operational	Supervisory	Supervises the delivery of a customer-centric facilities management service	Maintains productive working relationships with colleagues and customers	Applies the quality management principles to the delivery of facilities services	Manages operational budgets against targets, investigating and recommending action to address variances	Supports the use of IT to achieve efficiency in service delivery	
	Support	Meets agreed standards in carrying out facilities management tasks	Maintains productive working relationships with colleagues and/or customers	Meets agreed quality standards in their area of work	Carries out financial management activities as directed	Uses IT resources efficiently	

The Facilities Management Professional Standards Framework

FM functional areas		Procurement and contract management		Sustainability		
Descriptors		Creates value through procurement and contract management		Minimises the impact on the environment through sustainable practices and the efficient use of resources		
Components		Procurement	Contract management	Energy management	Environmental management	
Career level	Strategic	Develops a procurement strategy and policies	Develops a contract management policy, criteria and supplier performance management framework	Influences an energy and water management strategy and evaluates its impact	Influences the development of a sustainable environmental management strategy and policies	
	Strategic	Leads bidding and tendering processes and evaluates the effectiveness of a procurement strategy	Evaluates the effectiveness of suppliers and ensures value for money from contracts	Controls and conserves energy and water to reduce the impact of facilities management activities on the environment	Implements the environmental strategy and evaluates its impact on an organisation	
		Senior	Manages the procurement of products or services	Agrees client requirements and manages contracts and performance	Audits energy and water usage and promotes their efficient use	Manages systems to ensure that environmental standards are met and adopts sustainable practices
	Operational	Supervisory	Raises purchase orders for products, services and supplies	Monitors contractors to ensure effective delivery of contracts	Monitors and reports on the use of energy and water	Collects, analyses and reports information on environmental and waste management issues
		Support	Raises purchase orders for products, services and supplies	Carries out contract management tasks as directed	Collects data on energy and water usage	Complies with organisational environmental policies and procedures

Facilities management development pathways



ADVANCING OUR PROFESSION

Developing your FM career with BIFM

Career level

	Support	Supervisory	Manager	Senior	Strategic
	<ul style="list-style-type: none"> > Facilities Assistant > Office Assistant > Cleaner > Security personnel 	<ul style="list-style-type: none"> > Facilities Administrator > Coordinator > Office Manager > Technician 	<ul style="list-style-type: none"> > Facilities Manager > Premises Manager > Contract Manager > Account Manager 	<ul style="list-style-type: none"> > Contract Manager > Area Facilities Manager > Area Director > Head of FM 	<ul style="list-style-type: none"> > Regional Director > Director of Estates > Head of Estates
	<ul style="list-style-type: none"> > Level 2 Qualifications in Facilities Services 	<ul style="list-style-type: none"> > Level 3 Qualifications in Facilities Management 	<ul style="list-style-type: none"> > Level 4 Qualifications in Facilities Management 	<ul style="list-style-type: none"> > Level 5 Qualifications in Facilities Management 	<ul style="list-style-type: none"> > Level 6 Qualifications in Facilities Management > Level 7 Qualifications in Facilities Management
	<ul style="list-style-type: none"> > Apprenticeship in Facilities Management 	<ul style="list-style-type: none"> > Advanced Apprenticeship in Facilities Management 	<ul style="list-style-type: none"> > Higher Level Apprenticeships in Facilities Management 		
	<ul style="list-style-type: none"> > Affiliate (no post-nominal letters, unassessed grade) > Associate (ABIFM) 	<ul style="list-style-type: none"> > Associate (ABIFM) 	<ul style="list-style-type: none"> > Member (MBIFM) 	<ul style="list-style-type: none"> > Member (MBIFM) > Certified (CBIFM) > Fellow (FBIFM) 	<ul style="list-style-type: none"> > Certified (CBIFM) > Fellow (FBIFM)
	Membership grades are awarded upon assessment of the level and length of experience in facilities management and the qualifications held. They provide professional recognition at key stages as the individual progresses through their career.				

Typical candidates

Here are some job titles as an indicative guide; these may vary depending on the role, job specification and location.

Professional FM Qualifications

BIFM Qualifications in Facilities Management are flexible and individuals can start at any level; they do not have to work up through the levels.

Apprenticeships

The BIFM Qualifications are also integral parts of the FM Apprenticeships.

Membership grades

BIFM's membership grades provide credentials to signify professional experience and credibility in FM.

* These areas are part of the BIFM membership benefits; some are available at a cost to non-members of the Institute. The training and online CPD modules are available to members at a discount.

Supported through BIFM resources, communities, CPD and events all underpinned by our FM Standards Framework

Resources:
Members can access BIFM resources to support them in their roles and studies, from good practice guides, to the latest news, trends and hot topics.

My CPD tool:
Members can manage their own Professional Development Plan online, including recording and reflecting on CPD activities.

Communities:
Members can access BIFM's regional communities and special interest groups, providing face-to-face and online networking and information sharing.

Training:
BIFM Training provides 50 intensive and interactive short courses to choose from including a set of core FM courses ranging from foundation to advanced level, as well as a range of specialist FM programmes.

Online CPD modules:
Access online training modules in core business skills through SkillSet, and Introductory FM and H&S online modules.

Events:
From free community CPD events regionally and nationally, to conferences that are available at discounted rates.