

THE IN-HOUSE TRAINING COMPANY

Facilities management for first-line managers and supervisors

Overview

This comprehensive two-day programme enables participants to efficiently and effectively manage facilities management tasks for a variety of different premises and operational requirements.

Learning objectives

This course will help participants:

- Understand the total process of facilities management, thus enabling the process to deliver corporate goals, compliance and added value
- Exploit opportunities to extract further added value from outside contractors
- Develop appropriate relationships with contractors to ensure performance
- Develop appropriate relationships with internal customers to deliver the corporate plan and goals
- Understand and manage the provision of maintenance and service in all appropriate areas
- Understand and manage the audit and inspection process, including company and local standards
- Develop, operate and manage appropriate health and safety processes

Who should attend?

This course is designed for those who have direct or indirect responsibility for the effective provision, administration and management of FM services, contracts and related tasks. FMs seeking BIFM Level 3 qualifications of Award, Certificate or Diploma will find this course useful in supporting their studies.

Course format

The expert trainer for this two-day programme adopts a proactive, participative, and participant-centred approach with emphasis on the practical application of the tools, techniques and templates discussed. The learning needs to be embedded into the fabric of the organisation and the trainer uses context-based case studies and other tasks to achieve this.

Expert trainer

John has more than twenty years' experience in facilities management in a variety of roles – employed, as a consultant and as a very popular trainer. His FM career began with the Post Office and Parcelforce, where he was responsible for FM services at 30 sites around the country. This led him to a specialist interest in soft FM service and he took up a consultancy role working for a number of clients in the retail, financial and government sectors initially and subsequently across all sectors. A former non-executive director of the British Institute of Facilities Management (and chair of their Procurement Special Interest Group), John is a popular conference speaker as well as an experienced trainer.

Special features

The content of this course has been cross-mapped with the BIFM Level 3 qualification. Certificates of attendance provided on request. The majority of the training we deliver is either tailored or completely bespoke. This workshop can therefore be delivered entirely as advertised, or it can be tailored to your particular requirements, or we can simply take it as a starting point for a conversation with you before we draft a completely bespoke programme for you – the choice is yours.

Programme overview

DAY ONE

1 Welcome

- Introductions, aims and objectives and plan for the day

2 Facilities management defined

- Traditional v new age models of facilities management
- Strategic alignment of FM goals with corporate needs

3 Social responsibility and sustainability

- Defining corporate social responsibility
- Defining sustainability
- Delivering the organisation's goals within target whilst using resources effectively and efficiently

4 Customer and stakeholder relationships

- How to manage internal customer relationships in alignment with the corporate plan and goals and stakeholder expectations

5 Procurement of facilities management supplies and services

- Specification and procurement of supplies and services
- Score cards
- Transparency issues
- Value for money
- Total cost of ownership concepts

6 Health and safety

- H&S responsibilities of the FM manager

7 Operational performance

- General principles of managing plant, equipment and main services

8 Project management

- How to project manage utility supply chains in the modern environment

DAY TWO

9 Budget management

10 Understanding FM within the context of the organisation

11 Understanding support services

- Managing the delivery of 'soft' FM, eg:
 - Cleaning and hygiene
 - Office services
 - Fleet management
 - Grounds maintenance
 - Catering and hospitality

12 Understanding technical services

- Managing the delivery of 'hard' FM, eg:
 - Mechanical and electrical maintenance
 - Fabric maintenance
 - Air conditioning

13 Space management

- Making best use of available space whilst complying with legislation and policy on access and inclusion

14 Estate management

- The role of individual FM services in the wider context of managing the estate

15 Close

- Personal action planning

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