
Overview

This standard covers providing and monitoring workplace and facilities services as required by the organisation. This includes establishing and arranging for the provision and monitoring of the effectiveness of the services provided to the organisation. You will need to be aware of the nature of the organisation's business, the drivers influencing the business and the contribution that workplace and facilities services can make to the business objectives of the organisation. It is also about being aware of business development opportunities in terms of establishing additional or improved workplace and facilities services to the organisation. The need to monitor the workplace and facilities services and the premises themselves is a key requirement of this standard, including the management of business efficiencies and sustainable practices. It is important that you know and understand your responsibilities under the current environmental and health and safety legislation, codes of practice and policies of the organisation. This standard is applicable to those who deliver workplace and facilities services, this can be to an internal client (within your organisation) or to an external client, both are referred to as "the "organisation" within this standard. This standard is for managers working in the workplace and facilities services environment. This standard has links to the standards suite Facilities Management and the standards suite Management and Leadership managed by Instructus.

Performance criteria

You must be able to:

1. carry out your work in accordance with the current environmental and health and safety legislation, risk assessment requirements, codes of practice and policies of the organisation, including business efficiencies and sustainable practices
2. establish the relationship between the organisation's business and their workplace and facilities services' requirements
3. identify the requirements that are consistent with the organisation's policies and objectives, and compliant with current legal and regulatory requirements
4. provide workplace and facilities services to the organisation in accordance with the service level agreement or contract
5. monitor and evaluate whether workplace and facilities services are meeting the agreed service level agreement or contract and identify business risks and opportunities to offer additional services to the organisation
6. inspect the condition of premises and make recommendations on maintenance, improvements, whole life costings and feasible cost savings in line with the organisation's business efficiencies and sustainable practices
7. identify the hazards likely to affect health and safety within the workspace and take remedial action
8. assess the costs, risks and opportunities of the planned actions
9. interpret the data and analyse the findings to identify business efficiencies and sustainable practices for the organisation
10. utilise this data to make recommendations for improvements to business efficiencies and sustainable practices for the organisation
11. complete records as required by the current legislation and the procedures of the organisation
12. communicate with all those involved in, or affected by, your work
13. confirm that the organisation operates within the current legal requirements and social responsibilities

Knowledge and understanding

You need to know and understand:

1. your responsibilities under the current environmental and health and safety legislation, codes of practice and policies of the organisation, including business efficiencies and sustainable practices
2. the different business structures of the organisation and how to support their workplace and facilities services requirements
3. how to contribute towards decision making in relation to service delivery within the organisation
4. the business objectives and key drivers of the organisation and how these can be supported by workplace and facilities services
5. the importance of providing and maintaining a range of workplace and facilities services that meet the agreed service level agreement or contract
6. the ways of monitoring and evaluating the delivery of the workplace and facilities services that you provide
7. the range of workspace facilities, equipment and resources available in the organisation and what they can be used for
8. the current regulatory, compliance and legal requirements relating to service delivery and policies of the organisation
9. how to interpret formal contractual agreements with organisations for the delivery of the services required
10. how to establish procedures for dealing with identified risks and opportunities in the delivery of services
11. the range of workplace and facilities services that can be offered to improve an organisation's business objectives
12. the costs, risks and opportunities of the planned actions
13. the methods used to monitor operational performance
14. the records that need to be kept and the importance of completing them in accordance with the current legislation and procedures of the organisation
15. the maintenance routines and procedures for the organisation's workplace in line with the service level agreement
16. the ways of monitoring and improving operational performance that are compatible with the organisation's business efficiencies
17. and sustainable practices and the impact of any improvement on the whole life costing

-
18. the importance of maintaining communication with those involved in, or affected by, your work and how this should be done
 19. the responsibility for managing workplace and facilities services in accordance with the current legal requirements and social responsibilities

Glossary

Business efficiencies

**This relates to the sustainable management of resources such as water, energy efficiency and waste management in line with the organisation's business efficiencies policies which aim at improving operational efficiency. In business, efficiency refers to the production of goods or the offering of services by using the smallest amount of resources, such as capital, energy etc. Efficient businesses can create products, offer services and accomplish their overall goals with the minimum effort, expense or waste.

Operational performance

**An organisation's performance can be measured against a standard or prescribed indicator of effectiveness, efficiency, and environmental responsibility such as, time, productivity, waste reduction, and regulatory compliance.

Service Level Agreement (SLA)

**A service-level agreement (SLA) is a commitment between a service provider and a client. Aspects of the service – quality, availability, responsibilities – are agreed between the service provider and the service user. The most common component of an SLA is that the services should be provided to the customer as agreed upon in the contract.

Social responsibilities

**Social responsibilities refer to a type of self-regulatory business plan and the efforts made by a company to improve society and contribute towards sustainable development. It describes initiatives run by a business to evaluate and take responsibility for their impact on issues ranging from human rights to the environment.

The business plan will focus on achieving economic, social and environmental benefits for all stakeholders involved (employees, consumers, investors and other groups). The purpose of it is to encourage businesses to conduct their companies in an ethical manner and work towards having a more positive impact on society through ensuring sustainable growth.

Sustainable practices

**Sustainable business practices are characterised by environmentally friendly practices initiated by an organisation for the purposes of becoming more sustainable. Organisations aim to reduce their environmental footprint through initiatives that cut down on waste, poor environmental stewardship and unethical environmental practices

that offer a reduced level of sustainability within the organisation's policies and practices.

Sustainable business practices differ between industries and are often specific to the type of organisation and the product or service it produces or provides.

Whole life costing

**Whole life costing considers the total cost of a product or service over its lifetime, from concept through to disposal including purchase, hire or lease, maintenance, operation, utilities, training and disposal. It is particularly important for procurement to take all these elements into consideration when making decisions and comparing the costs of buying, renting or leasing equipment. In most cases the purchase costs are only a small proportion of the cost of operating the equipment.

Workplace and facilities services

Workplace and facilities services is "the organisational function which integrates people, place and process within the built environment with the purpose of improving the quality of life of people and the productivity of the core business." Workplace and facilities services professionals are responsible for services that enable and support business performance.

All organisations have responsibilities under the current health, safety and welfare regulations to ensure the daily health, safety and welfare of their employees. This includes ensuring provisions are made for:

Workplace and facilities services (soft services)

- Soft services are ones which make the workplace more pleasant or secure to work in.

Examples of soft services are cleaning, catering, security.

Facilities Management (hard services)

- Hard services are ones which relate to the physical fabric of the building and cannot be removed. They ensure the safety and welfare of employees and generally are required by law.

Examples of hard services are plumbing, heating and lighting.

LANWFS1

Provide and monitor the workplace and facilities services as required by the organisation



Hard services are covered in the Facilities Management suite

LANWFS1

Provide and monitor the workplace and facilities services as required by the organisation



| | |
|---------------------------------|--|
| Developed by | Lantra |
| Version Number | 3 |
| Date Approved | 30 Mar 2020 |
| Indicative Review Date | 30 Mar 2025 |
| Validity | Current |
| Status | Original |
| Originating Organisation | Asset Skills |
| Original URN | ASTFM301 |
| Relevant Occupations | Estates Manager, Property Manager, Workplace and Facilities Services Manager, Facilities Manager, Workplace Services Manager, Soft Services Manager, Asset Manager, Landlord, Head of Facilities |
| Suite | Workplace and Facilities Services |
| Keywords | facilities management; workplace services; business efficiency; sustainable practices |
