FACILITIES MANAGEMENT SUPERVISOR



AXIA **Solution**s

Level 3
Duration: 18 months Learning Hours: 417

A Facilities Management Supervisor Apprenticeship is a great way to progress your career in a growing industry

Suitable roles

Facilities Supervisor
Maintenance Manager
Security Supervisor
Property Manager
Sustainability Manager

Benefits

Career progression
Increased earning potential
Recognised qualification
Job Security
Flexible learning

Progression

Facilities Manager
Facilities Executive
Estates Manager
Health and Safety Advisor
Plant Operations Manager

A Qualified Facilities Management Supervisor will bring a fresh perspective and upto-date industry knowledge to optimise operations and enhance efficiency

WHAT TO EXPECT

This course is delivered as a mixture of face-to-face and remote sessions with your dedicated Axia trainer and will follow the outline below:

Induction

Programme; Policies; Safeguarding



Legislative Requirements; Effective Compliance Systems; Risk Assessments; Audits; Roles;



FM in Context of Employer

Hard FM; Soft FM; Total/ Integrated FM; CSR; External Environment; FM Careers; Trends in FM;



Developing Relationships

Stakeholder Needs; Service Level Agreements; KPIs; Effective Communication:



Procurement

Procurement Processes;
Tendering; Types of Contract;
Purchase Orders; Internal
Processes; Service Specification;
Provider Evaluation:



Budget Management

Financial Systems & Budgets; Internal Finance Procedures;



Business Risk Analysis Management; Interna Risk Documents Risk Planning E Requirements



Organisation & Delegation

Operational Planning; Continuous Improvement; Day to Day Supervision;

Customer Service & Problem Solving

Monitoring, Reporting & Escalating issues; CRM Systems; Diagnosing Problems; Problem-Solving Techniques; Continuous Improvement Cycle; Business Action Plan;



Team Leading;
Motivational
Techniques; HR
Procedures, Systems &
Paperwork; Mentoring;



Efficient Resource Use

Maintenance of FM Assets; Fault Reporting; Training Needs; Maintenance Arrangements;



Personal Development

Understanding
Impact of Personal
Behaviour; Training &
Coaching Skills; Role
of Feedback; Future
Development Plans;



Achievement



Competency-based Interview (



Knowledge Test

