

Unit FM323 Allocate and manage the efficient use of space
(SQA Unit Code FG7M 04)

This unit is for first-line managers/supervisors at work in the FM environment. It is concerned with space management in your area of responsibility.

It relates to the management of property space in single or multiple occupation and concerns the identification of space needs and entitlements, their allocation and their optimisation.

This unit is intended towards a situation where space management considerations are firmly embedded in the planning and decision-making processes and the 'culture' of your area of responsibility.

The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation

Performance Criteria

You must be able to do the following:

1. Ensure that the space needs of users and other interested parties are identified accurately, prioritised and updated regularly
2. Ensure criteria used for allocation of space and facilities are relevant, clear and explicit and take account of all user's needs
3. Ensure that space and facilities available are allocated to users against identified priorities
4. Ensure space and facility allocation is compatible with adjacent uses and relevant legislation
5. Ensure approvals required for planned allocation of space and facilities are identified to owners and users as appropriate
6. Identify where space and/or facilities requested exceed what is available or can be provided, the parties concerned are advised, the circumstances clearly explained and realistic options are developed and proposed
7. Seek that space and facility allocation is confirmed with property owners, users and other interested parties
8. Identify your personal responsibilities and liabilities under space management statements and policies in your own organisation.
9. Ensure regular consultation with people in your area of responsibility or their representatives on space management issues
10. Seek and make use of specialist expertise in relation to space management.
11. Ensure that systems are in place for effective monitoring, measuring, implementation, and testing and reporting of space management performance in your area of responsibility
12. Make space management a priority area in terms of informing planning and decision-making in your area of responsibility
13. Demonstrate that your own actions reinforce the messages in the organisation's space management policy statement
14. Develop a culture within your area of responsibility which puts 'space management' first

Knowledge and Understanding for this unit

You must know and understand the following:

- a. appropriate monitoring and control systems which are suitable for purpose are developed, implemented and reviewed regularly for operating effectiveness
- b. variance from planned use of property, facilities and systems is identified and appropriate action initiated and reported accurately
- c. options for occupancy, use, facilities, servicing and maintenance are reviewed regularly and client is advised where potential benefits may accrue from planned change
- d. insurance cover is obtained which is appropriate to legal and statutory requirements, types of use, categories of occupier and user and complies with client's requirements
- e. required certificates and approvals are maintained and outcomes of associated inspections notified to interested parties
- f. periodic reviews of contractual terms and conditions are carried out at agreed intervals and prompt corrective action is taken in response to any deviations from contractual agreements
- g. periodic and accurately reconciled accounts are verified and provided to the client in accordance with agreed instructions
- h. interactions between parties are conducted in a manner which promotes goodwill and trust