



# FACILITIES SPECIALIST OPERATIONS MANAGER

This partnership of qualifications will give you knowledge, skills and behaviours in managing and developing your team, projects, planning and monitoring workloads, managing resources and facilities management. This bespoke package includes the Level 5 Operational Management Apprenticeship and the Level 4 IWFM award, comprehensively covering a number of important leadership and management areas including; facilities management, risk management in the organisation, organisational culture and context, and the importance of health and safety management.

Roles may include: Existing facilities managers, Operations managers, Building managers, Property managers, Regional managers, Divisional managers, Department managers and Specialist managers. You will have the ability to tailor your course and IWFM units to meet your individual requirements and develop the specialisms in facilities management to support you to Grow, Learn & progress.



Linked to our Facilities Management Pathway providing career advancement and progression opportunities.

[find out more](#)



Level 5



£0 to £450

Maximum cost for non-levy employers and micro-businesses



15+ months

Approximate on-programme training (does not include EPA period)



£9,000

Maximum cost/funding for levy employers + £100 IWFM Certification fee





## Knowledge

- **Business Strategy:** Understand how to align operational plans with organisational goals and strategic objectives
- **Financial Management:** Knowledge of budgeting, financial forecasting, and cost control
- **Project Management:** Understand project management principles and tools
- **Regulatory and Compliance:** Knowledge of relevant legal, ethical, and regulatory frameworks
- **Risk Management:** Understand risk management processes and how to identify and mitigate risks



## Skills

- **Operational Planning:** Develop and execute operational plans that enhance business performance
- **Problem Solving:** Analyse complex operational issues, identify solutions and implement changes
- **Team Leadership:** Lead, motivate, and develop teams to achieve high performance and organisational success
- **Data Analysis:** Analyse performance data to inform decision-making and drive continuous improvement
- **Stakeholder Management:** Engage effectively with stakeholders to build strong working relationships



## Behaviours

- **Adaptability:** Demonstrate flexibility and resilience in response to changes and new challenges
- **Collaboration:** Foster a culture of teamwork and collaboration across functions and departments
- **Integrity:** Act with honesty, fairness, and transparency in all business dealings
- **Resilience:** Demonstrate the ability to stay focused and maintain performance under pressure
- **Commitment to Excellence:** Continuously strive for high standards of performance and seek improvement

## ENROLMENT TIMELINE

- 01 Complete the online skills scan
- 02 Accept the Team's invitation to an induction session
- 03 Register in Bud (photo evidence of ID required)
- 04 Complete initial assessments (Functional Skills)
- 05 Attend enrolment session
- 06 Sign enrolment forms

CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME

# FACILITIES SPECIALIST OPERATIONS OR DEPARTMENTAL MANAGER ROADMAP

Modules are delivered holistically through-out the programme.

---o 20+ months ---o

---o 15+ months ---o

Module 1	Module 2	Module 3	Module 4	Module 5	Module 6	IWFM Level 4 Award	Module 7	Module 8
Apprenticeship Induction Personal Development and others	Stakeholder Relationships	Leadership styles and team dynamics and conflict	Managing and leading a team: Coaching and performance management	Managing and leading a team: recruitment	Organisational Governance	<b>Mandatory Unit</b> FM4:01 Overview of Facilities Management Credit Value 6	Operational Planning	Problem solving
<b>INDUCTION</b>	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	Online workshop <b>FM Specialist</b>	Online Masterclass	Online Masterclass
<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>Written assignment</b>	<b>KSBs</b>	<b>KSBs</b>
Preparing for your apprenticeship training Manage and facilitate learning and continuous professional development for their team Analyse performance data for individuals and teams to identify areas for improvement	Manage relationships across multiple and diverse stakeholders Supports an inclusive culture, treating colleagues and stakeholders fairly and with respect	Conflict resolution and mediation processes Ethics and values-based leadership theories and principles, for example employee wellbeing Leadership and management tools and techniques Manage and set goals and accountabilities for individuals and teams	Coaching and mentoring techniques Motivate team members and individuals through collaborative activities, for example one-to-one coaching and team meetings, to achieve organisational goals Best practices for coach and mentor individuals within their team The continuous development requirements and learning needs of their team	Approaches to people management, for example recruitment, performance management, reward, and talent management and resource planning Analyse performance data for individuals and teams to identify areas for improvement	Understand relevant regulation and legislation requirements, and their impact on their team, the individual, their role and the organisation Organisational policies and procedures Interpret and implement the practical application of regulation, legislation and organisational policies for stakeholders Lead and influence the team and individuals to support an inclusive culture of equity, diversity, and the promotion of well-being	<b>Aim of the unit:</b> This unit enables learners to develop an understanding of the scope and extent of the facilities management function and the range of associated services, the roles and responsibilities in different organisations and contexts as well as the importance of the contribution of facilities management in both societal and economic contexts	Analyse and prioritise organisation activities in response to the operating environment The sector in which the organisation operates and its impact on their role Business continuity principles, including risk assessment, contingency planning and disaster recovery Develop and implement operational plans that align with the strategic direction of the organisation	Methods for researching, analysing, interpreting and evaluating data to inform judgements and enable decision making The current and future needs of the sector and the impact on their organisation Identify problems and provide solutions
<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review		<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review

🔍 Formal review every 8-12 weeks

0 - 6 months Functional Skills based on Prior Qualifications and Assessment results



• - - - 20+ months - - -

• - - - 15+ months - - -

- - - 5+ months - - -



Module 9	Module 10	Module 11	Module 12	IWFM Level 4 Award	Module 13	Module 14	End-Point Assessment	IWFM Level 4 Award
Project scope and planning	Change management	Project implementation	Future needs of sector	<b>Optional Unit</b> Select from optional unit list (next page)	Evaluation and Recommendation	End-Point Assessment Preparation		Submission and Certification
Online Masterclass	Online Masterclass	Online Masterclass	Online Masterclass	<b>E-Learning Tutor 1-2-1 Resources</b>	Online Masterclass	Online Masterclass	Portfolio of evidence	Quality Assurance
<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>KSBs</b>	<b>Written assignment</b>	<b>KSBs</b>	<b>KSBs</b>	Project proposal Preparing presentation	
How to identify and manage organisational improvement opportunities Methods used to identify, manage and prioritise stakeholder relationships The current and future needs of the sector and the impact on their organisation	Change management concepts and methods for implementing change within the organisation	IT and software tools used to support the current and future needs of the organisation, including advances in technology Financial management techniques and implications of decisions for budgets Influencing and negotiation models and techniques	The current and future needs of the sector and the impact on their organisation Identify and respond to external factors that may influence the future landscape and evaluate their impact on the organisation	See unit choices to select your specialism	Communication techniques and approaches Presentation skills and methods Communicate and present information to stakeholders using different types of media Evaluate the impact of outcomes from organisational plans or projects to drive the decision-making process	EPA preparation presentation Mock competency interviews Mock personal development discussions	<b>EPA GATEWAY</b>	
<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review		<b>1-2-1</b> tutor review	<b>1-2-1</b> tutor review		<b>LIVE ASSESSMENT</b> Professional discussion based on portfolio of evidence Presentation (with Q&A) about project



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