

THE FM JOB SEARCH COMPENDIUM

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Recruitment



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Contents

03 What is a Facilities Manager?

05 Working Hours And Environment

06 Is Facilities Management The Right Career For You?

07 Personal Skills

08 Education and Training

10 Writing a Great CV

11 Using Social Media To Increase Awareness And Brand Credibility

13 Where To Find The Best Facilities Management Jobs



➤ What is a Facilities Manager?

The UK FM market is large and continues to expand as organisations seek more efficient, safe, and sustainable ways to operate their built environments. The sector contributes tens of billions of pounds to the UK economy each year and supports well over a million jobs across public and private organisations.

Facilities Management operates across:

- Technology and data centres
- Financial services and insurance
- Transport and logistics
- Manufacturing and engineering
- Healthcare (including NHS facilities)
- Education and public services
- Central and local government



Facilities Managers may be employed directly by organisations on a permanent or contract basis, or through specialist building and facilities management companies that manage properties on behalf of clients.

Facilities Managers are responsible for keeping buildings safe, compliant, and efficient. They support the day-to-day running of workplaces by managing services, suppliers, and systems that allow organisations to operate smoothly.

Typical responsibilities include:

- Inspecting buildings to ensure safety, cleanliness, and compliance
- Managing maintenance, repairs, and service contracts
- Overseeing health & safety and legal requirements
- Managing energy use, sustainability, and building performance
- Coordinating cleaning, catering, utilities, and other workplace services
- Supporting projects, contractors, and changes to space or premises



➤ Working Hours, Environment, and Salary

Facilities Managers typically work a standard full-time week of around 35–42 hours, mostly during normal business hours, Monday to Friday. However, the role can be flexible, and it's common for Facilities Managers to be on call or available outside core hours when emergencies arise.

Most of the work is office-based, but the role also involves spending time on site – visiting different locations, inspecting facilities, and supervising projects or maintenance work. Where an organisation has multiple facilities, some travel between sites may be required. Salaries in the UK vary depending on experience, location and the size or complexity of the site managed:

Entry-level and assistant roles often start around £28,000–£40,000 per year. Mid-level Facilities Managers typically earn around £40,000–£55,000 per year. Experienced or senior roles can exceed £55,000 - £60,000+ per year – especially in London or large organisations.

Benefits can include pension schemes, private healthcare, performance-related bonuses, company car or car allowance, and sometimes profit-sharing or share-save schemes.



➤ Is a career in FM the right for you?

When something goes wrong in a building, the Facilities Manager is usually the first person people turn to. Whether it's lighting that's stopped working, a leak in the bathroom, a lift breakdown, or an issue with parking or access, Facilities Managers are responsible for making sure problems are dealt with quickly and effectively.

No two days in Facilities Management are the same. The role covers a wide range of responsibilities, from handling small day-to-day issues to managing more complex operational challenges. This variety is what makes the job interesting, but it also means being able to juggle priorities and adapt as situations change.

Facilities Management is a good fit for people who enjoy problem-solving, working with others, and taking ownership of their environment. Strong communication and organisational skills are just as important as technical knowledge, as the role involves coordinating contractors, working with internal teams, and responding calmly when issues arise.

If you like a role where you're hands-on, trusted to make decisions, and play a key part in keeping an organisation running smoothly, Facilities Management can be a rewarding career choice.

Is Facilities Management Right for You?

You might enjoy a career in Facilities Management if you:

- ✓ Like solving practical problems
- ✓ Stay calm when things don't go to plan
- ✓ Enjoy variety rather than doing the same thing every day
- ✓ Are organised and good at juggling priorities
- ✓ Are organised and good at juggling priorities
- ✓ Feel comfortable working with different people
- ✓ Take responsibility and like seeing results from your work
- ✓ Take responsibility and like seeing results from your work



Personal Skills

There are a number of personal qualities that successful Facilities Managers share, helping them carry out their roles in an organised, effective, and professional manner. These skills are particularly important when working with the wide range of people involved in Facilities Management, including contractors, suppliers, internal teams, and stakeholders.

Discipline and organisation

A structured and disciplined approach is essential in Facilities Management. Facilities Managers must plan ahead, organise workloads, and manage multiple tasks at once to ensure the building or facilities under their responsibility operate safely, efficiently, and to the required standard.

Communication

Strong communication skills are vital, as Facilities Managers interact with people at all levels of an organisation. They are often the main point of contact for contractors, employees, suppliers, and senior management. Clear communication is required when ordering supplies, delegating tasks, reporting issues, and resolving problems across the workplace.

Patience and calm under pressure

Facilities Managers frequently deal with several issues at the same time, often coming from different areas of a building or organisation. The ability to remain patient, prioritise effectively, and present a calm, professional approach is key to resolving problems efficiently.

Flexibility

The role can be demanding and unpredictable, particularly in facilities that operate around the clock. Facilities Managers may occasionally need to work outside normal hours or be available to respond to urgent issues. A flexible and adaptable approach is therefore an important part of the role.

If you are organised, approachable, able to multitask, and comfortable taking responsibility, a career in Facilities Management is well worth considering.



➤ Education & Training

There is no single set route into Facilities Management. People enter the profession from a wide range of backgrounds, often combining practical experience, formal education, and professional qualifications as they progress through their careers.

Many Facilities Managers start out in related industries such as building maintenance, engineering, construction, hospitality services, or business roles. Experience in these areas helps develop transferable skills that are highly valuable in Facilities Management.

Foundation Degrees

Foundation degrees offer a practical route into Facilities Management and are well suited to those who want to gain industry-relevant skills without committing immediately to a full degree. They are often designed to support progression into employment or further study and can improve employability by combining academic learning with practical application. Some degree programmes include an integrated foundation year, allowing students without traditional entry qualifications to progress into undergraduate study.

Undergraduate and Postgraduate Degrees

Degree-level study provides a more in-depth academic understanding of Facilities Management and related disciplines such as business and management. Undergraduate degrees are available at a limited number of UK institutions, while postgraduate courses are more widely offered and are often delivered through distance or blended learning, allowing students to study alongside work.

Postgraduate qualifications can be particularly beneficial for those looking to move into senior, strategic, or leadership roles within Facilities Management.



Education & Training

IWFM Qualifications

The Institute of Workplace and Facilities Management (IWFM) is the UK's professional body for Facilities Management and offers recognised qualifications at Levels 2 to 7. These qualifications support career progression at every stage, from entry-level roles through to senior management.

Lower-level qualifications provide a foundation in Facilities Management principles, while higher-level diplomas focus on strategic responsibility, leadership, and the management of complex facilities and operations.

IWFM qualifications are widely recognised across the industry and are often studied alongside employment.

Health & Safety Qualifications (NEBOSH & IOSH)

Health and safety qualifications are highly relevant within Facilities Management due to the responsibility for safe working environments and legal compliance.

NEBOSH qualifications provide a strong grounding in health and safety management, ranging from introductory certificates to advanced diplomas for experienced professionals.

IOSH qualifications focus on practical health and safety knowledge and leadership, supporting Facilities Managers in managing risk and ensuring compliance.

These qualifications are commonly held by Facilities Managers and are often required or strongly preferred in many roles.



➤ Writing a Great CV

If you're applying for a Facilities Management role and aren't sure where to start, your CV is the first thing to get right. It's often the first impression an employer has of you, so it needs to be clear, honest, and easy to read.

Start with your name and contact details at the top of the page, including your email address and phone number. Make sure this information stands out and is up to date.

Your CV should clearly show your experience, qualifications, and training. Include any courses or certifications you've completed, especially those related to Facilities Management, health and safety, maintenance, or management. Where you can, add short examples that show what you actually did, rather than just listing course titles.

When writing about your skills, focus on the ones that matter most in Facilities Management, such as organisation, communication, problem-solving, and working with contractors or teams. If you speak more than one language, include this too, as it can be a real advantage in many workplaces.

Try to use language that fits the industry. You don't need to overdo it, but using familiar terms shows that you understand the role and the environment you're applying to work in.

Your employment history should highlight roles that helped you build useful skills, even if they weren't directly in Facilities Management. Employers are interested in transferable skills, so briefly explain how previous jobs helped you learn things like teamwork, responsibility, or time management.

You can also include a short section on interests or achievements if they help show who you are and how you work. Volunteering, organising events, or leading activities can all help demonstrate initiative and organisation.

Above all, keep your CV simple, positive, and honest. Make sure it's well laid out, easy to follow, and free from spelling or grammatical errors.



Social Media

Your Online Presence Matters

Before you apply for a role or speak to a recruiter, it's increasingly likely that your name will be searched online. Employers often look at candidates' online profiles to gain a better understanding of their background, experience, and professionalism.

Focus on LinkedIn

For Facilities Management professionals, LinkedIn is the most important platform. It acts as an online CV and professional networking tool. A well-presented LinkedIn profile can support your job applications and help strengthen your professional credibility.

Your profile should be up to date and consistent with your CV. Use clear, professional language to describe your responsibilities, experience, and achievements, particularly those related to Facilities Management, operations, health and safety, compliance, or leadership.

Be Professional Across Platforms

Employers may also view other public social media profiles, so it's important to be mindful of how you present yourself online. Ensure your content is appropriate and professional, as online activity can influence how potential employers perceive you.



Social Media

Build Your Network

Social media can be a useful way to increase your visibility within the Facilities Management sector. Connecting with industry professionals, following relevant organisations, and engaging with sector-related content can help you expand your network and stay informed about opportunities and developments.

Communicate with Purpose

When using platforms such as LinkedIn, aim to communicate in a professional and positive way. Sharing relevant content, commenting thoughtfully, and maintaining a respectful tone all help to strengthen your professional reputation.

Used effectively, social media can support your career development, increase your visibility to employers and recruiters, and help you present yourself as a credible Facilities Management professional.



➤ Where to find the best FM jobs

Facilities Management roles are not always widely advertised, and they are often not found through Job Centres or general job boards. While some vacancies do appear online, many employers choose to work directly with specialist Facilities Management recruitment agencies when hiring.

Employers often partner with specialist agencies because they want to work with recruiters who understand the Facilities Management sector. Rather than advertising a role widely and reviewing large volumes of unsuitable applications, organisations rely on specialists to identify candidates with the right skills, experience, and background.

Recruitment agencies that focus on Facilities Management, such as Maxwell Stephens Recruitment, work closely with employers to understand their requirements in detail. Candidates are typically screened, interviewed, and assessed before being put forward, saving employers time and ensuring only suitable professionals are considered.

For candidates, focusing your job search on specialist agencies offers several advantages:

- Recruiters have in-depth knowledge of the Facilities Management sector
- They understand what employers are looking for in specific FM roles
- They often have established relationships with hiring managers
- Your CV is reviewed by someone who understands FM experience
- You are more likely to be put forward for roles that genuinely suit your background
- Specialist agencies often have access to vacancies that are not advertised publicly

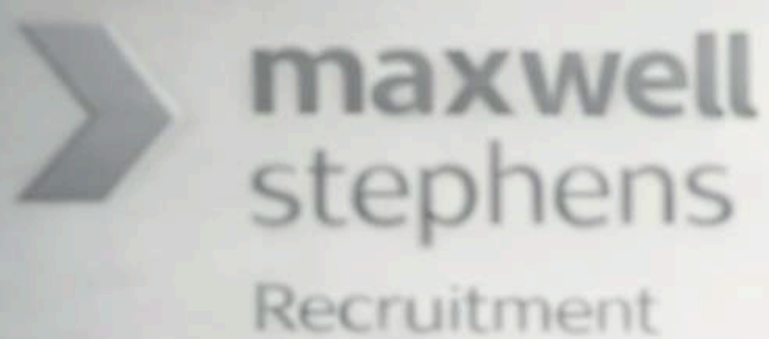


➤ Where to find the best FM jobs

By working with a specialist recruiter, you are more likely to be considered for roles that genuinely match your experience and career goals, rather than competing with large numbers of unsuitable applicants through general job adverts.

Specialist recruiters focus solely on Facilities Management and understand the skills, experience, and qualities employers are looking for. This means your CV is reviewed by someone who understands your background and can present you to employers in the right way.

As a Facilities Management professional, using a specialist recruitment agency can be just as beneficial to you as it is to the employer – helping you access relevant opportunities, receive informed guidance, and move forward in your career more effectively.



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