

INSIGHT

How to Hire a Facilities Manager



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Facilities Managers play a critical role in modern organisations. They are responsible for ensuring buildings, workplaces, operations, suppliers, compliance, and employee environments function effectively, safely, and efficiently.

Yet despite the importance of the role, many organisations underestimate how difficult it can be to recruit the right Facilities Management professional.

The strongest Facilities Managers combine operational expertise, leadership ability, commercial awareness, communication skills, and the ability to remain calm under pressure. Finding individuals who can balance all of these responsibilities is becoming increasingly competitive.

This guide explains how organisations can improve their Facilities Management hiring process, identify stronger candidates, and avoid some of the most common recruitment mistakes.

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References
tell you what
a CV
cannot

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Why Hiring the Right Facilities Manager Matters

A strong Facilities Manager impacts far more than building maintenance. The role often influences:

- Workplace experience
- Health & safety compliance
- Contractor performance
- Operational continuity
- Employee productivity
- Cost management
- Sustainability initiatives
- Workplace transformation projects
- Risk management
- Leadership culture

In many organisations, Facilities Management has evolved from a purely operational function into a strategic business role.

Poor hiring decisions can result in:

- Compliance risk
- Increased operational disruption
- Contractor issues
- Higher costs
- Poor workplace experience
- Team instability
- Leadership gaps
- Burnout within existing teams

The strongest Facilities Managers often prevent problems before they become visible.

Start with Role Clarity

One of the biggest mistakes organisations make is trying to hire a “catch-all” Facilities Manager without properly defining the role.

Before beginning recruitment, organisations should clarify:

- What type of environment the individual will manage
- Team size and reporting structure
- Operational complexity
- Strategic versus hands-on expectations
- Stakeholder management requirements
- Budget responsibility
- Supplier and contractor oversight
- Workplace transformation responsibilities
- Health & safety ownership
- Multi-site or single-site responsibility

A Facilities Manager in a corporate headquarters environment may require a very different skill set from someone operating within manufacturing, healthcare, education, retail, or mixed-use estates.

The clearer the brief, the stronger the hiring outcome.

Culture
is often
shaped
quietly
through
operational
leadership



Focus on More Than Technical Experience

Technical competence matters, but Facilities Management recruitment should never focus solely on hard skills.

The best Facilities Managers also demonstrate:

- Calmness under pressure
- Strong communication ability
- Leadership maturity
- Commercial thinking
- Emotional intelligence
- Decision-making ability
- Relationship management skills
- Adaptability
- Organisational capability
- Stakeholder confidence

Facilities Management is increasingly people-focused. The ability to manage expectations, build trust, and lead teams often separates exceptional candidates from average ones.

People
who drive
progress



Understand the Current FM Recruitment Market

The Facilities Management recruitment market has become increasingly competitive.

Many employers are competing for:

- Experienced operational leaders
- Multi-site FM professionals
- Technical FM specialists
- Workplace and employee experience leaders
- Compliance-focused managers
- Facilities Directors and Heads of FM

Strong candidates are often:

- Selective
- Time-sensitive
- Open to multiple opportunities
- Looking for long-term stability
- Assessing culture and leadership quality carefully

Lengthy interview processes, unclear communication, or inconsistent decision-making can quickly result in losing strong candidates.

Common Hiring Mistakes

01 Creating Unrealistic Role Expectations

Some employers attempt to combine multiple senior roles into one position — for example:

- Operations
- Projects
- Health & Safety
- Sustainability
- Workplace transformation
- Procurement
- Team leadership

...without adjusting salary, support, or expectations realistically. This often narrows the talent pool significantly.

02 Delayed Decision Making

Top Facilities Management professionals are rarely available for long. Slow interview processes can create:

- Candidate disengagement
- Competing offer acceptance
- Reduced confidence in the organisation

Momentum matters.

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Sector
knowledge
shortens
every search

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03 Prioritising CVs Over Capability

The strongest candidate is not always the person with the most impressive-looking CV. Some of the best Facilities Managers succeed because they:

- Build strong operational cultures
- Communicate effectively
- Stabilise teams
- Improve supplier relationships
- Handle pressure well
- Create trust internally

These qualities do not always appear clearly on paper.

—
Better
judgement
beats more
activity
—



Interview Questions Employers Should Explore

Strong Facilities Management interviews should assess:

- Operational leadership
- Problem-solving
- Stakeholder management
- Team leadership
- Crisis handling
- Communication ability
- Commercial awareness
- Cultural fit

Useful interview topics include:

- “Tell us about a major operational challenge you resolved.”
- “How do you manage difficult stakeholders?”
- “Describe a time you improved supplier performance.”
- “How do you balance reactive issues with long-term planning?”
- “What creates a strong workplace environment?”
- “How do you prioritise under pressure?”

The goal is to understand how the individual thinks, communicates, and leads — not simply what systems they have used.

Strong
hiring
processes
protect
decision
quality
under
pressure



Why Specialist Recruitment Support Helps

Facilities Management recruitment requires sector understanding.

A specialist recruitment partner can often provide:

- Access to passive FM talent
- Market insight
- Salary benchmarking
- Candidate qualification
- Cultural matching
- Process guidance
- Reduced hiring risk
- Faster access to specialist candidates

The strongest recruitment partnerships are built on long-term understanding rather than transactional hiring.

What Strong FM Candidates Look For

Candidates increasingly evaluate employers based on:

- Leadership quality
- Stability
- Culture
- Flexibility
- Career progression
- Workplace standards
- Decision-making quality
- Organisational clarity

Modern Facilities Management professionals want to join organisations where:

- Expectations are clear
- Leadership is stable
- Communication is strong
- Operational standards matter
- People are respected

Employer reputation now plays a significant role in recruitment success.

The best
FM leaders
bring calm to
complexity



Final Thoughts

Facilities Managers are no longer simply building operators. They are operational leaders, workplace strategists, problem-solvers, and trusted organisational figures who help businesses function effectively every day.

The strongest hiring outcomes come from:

- Clarity
- Realistic expectations
- Efficient decision-making
- Strong communication
- Long-term thinking

In an increasingly competitive market, organisations that approach Facilities Management recruitment strategically are significantly more likely to secure and retain high-performing talent.

What the Data Says

The market context for hiring a Facilities Manager: FM staff shortages, time to hire, attraction difficulties and counteroffer behaviour.

- 51% of organisations surveyed by SFG20 in 2026 reported a shortage of FM staff.
Source: [SFG20 State of FM survey, reported by TWinFM, 2026](#)
- The average time to hire in the UK climbed to 12 weeks in spring 2026, up from 10 weeks in autumn 2025.
Source: [Totaljobs Hiring Trends Update, 2026](#)
- Of UK organisations that tried to recruit in the previous year, 64% experienced difficulties attracting candidates.
Source: [CIPD, Resourcing and talent planning report 2024](#)
- 53% of UK employees who last received a counteroffer accepted it, Robert Half found.
Source: [Robert Half, Half of counteroffers successful as hiring crisis continues, 2022](#)
- Across 63 permanent Facilities Manager roles Maxwell Stephens advertised from 2023 to 2026, the median top-of-range salary was £50,000.
Source: [Maxwell Stephens analysis of 497 advertised vacancies, May 2023 – September 2026](#)

Sources were checked in September 2026. Select a source to open the original research. Maxwell Stephens figures are drawn from our own published vacancies and placement records.

See It in Practice

Facilities Manager for London Stock Exchange Group

London Stock Exchange Group asked Maxwell Stephens to recruit a Facilities Manager for its Paternoster Square headquarters and Earl Street offices. Working with LSEG's Property Services team, we ran a targeted search, weighting experience of complex corporate estates above job title, and appointed a Facilities Manager with strong hard and soft FM expertise, service charge budgeting knowledge and a proactive approach to service delivery.

A clear example of defining the role first, then assessing Facilities Managers on relevant experience rather than job title alone.

[Read the full case study at maxwellstephens.com/case-studies/london-stock-exchange](https://maxwellstephens.com/case-studies/london-stock-exchange)

Related Reading

- **How to Hire a Facilities Manager: A Complete Employer Guide**
maxwellstephens.com/blog/how-to-hire-a-facilities-manager-complete-guide-for-employers
- **Facilities Manager Job Description**
maxwellstephens.com/blog/facilities-manager-job-description
- **Facilities Management Qualifications: What Employers Really Look For**
maxwellstephens.com/blog/facilities-management-qualifications-what-employers-really-look-for

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