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FOR CANDIDATES

Starting and Developing a Career in Facilities Management

A practical route map through FM roles, qualifications, apprenticeships, core knowledge and the job search, from first role to progression.

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Starting and Developing a Career in Facilities Management

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01
Introduction

Facilities Management is one of the broadest professions in the built environment. It brings together buildings, people, safety, technology, suppliers and budgets, and it asks the people who work in it to keep all of them aligned with what the organisation actually needs.

Because the field is so wide, there is no single route in and no single route up. Where your career goes depends on your specialism, your experience, the qualifications you choose and how deliberately you develop. Success depends on staying competitive and keeping pace with a profession that keeps changing.

This guide is written for people at the start of that journey, including school leavers, apprentices and career changers, and for established professionals deciding on their next step. It covers what the work involves, the main specialisms, the education and qualification routes, the knowledge employers expect, and how to compete well for roles.

We have recruited specialist FM, estates and workplace professionals since 2006. The advice here reflects what we see hiring managers value when they make decisions under operational pressure.

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Good FM careers are built, not stumbled into.

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02

What Facilities Management Is

At its core, Facilities Management makes sure the physical environment consistently supports the needs of the business. That includes decisions about how much space an organisation needs, where it should be and how it should be configured, so that it fits current and future headcount, working patterns and business processes.

Facilities Managers keep the many parts of an organisation's physical operation working together. They are central to a safe, well-functioning experience for everyone who uses a building, and they oversee the processes that allow the built environment to do its job.

How the Work Is Done

The primary purpose of the FM function is to keep the business running smoothly by providing workspaces that are functional, safe and efficient. For most FM professionals, the day-to-day focus is on maintaining, optimising and continually improving existing facilities so they keep pace with what the business needs.

At more senior levels, FM can carry real strategic influence. Senior practitioners may shape decisions on acquiring new property or planning future developments, so that the estate supports the organisation's long-term goals.

Facilities Management is rarely a one-person job. Even someone with the title of Facilities Manager usually works within a wider network: dedicated FM colleagues, specialist contractors and people in other functions who carry some FM tasks as part of their role. This team-based model is what allows everything from technical systems to employee wellbeing to be managed properly.

The size of the FM team depends on the scale and complexity of the organisation and the needs of each site. Larger, multi-site organisations may have a Facilities Manager with oversight of the whole portfolio and site managers responsible for individual premises. Each site manager runs daily operations, ensures compliance with legal, environmental and health and safety requirements, and keeps the building functioning.

This layered structure lets the organisation run efficiently while making sure the specific needs of each site are properly addressed.

MAP THE STRUCTURE

When you look at a role, ask where it sits in the wider FM structure. Knowing who holds portfolio responsibility and who runs each site tells you a great deal about the scope of the job and the route up.

03
Roles and Specialisms

FM covers a wide range of specialisms, and many professionals move between them as their careers develop. These are some of the main directions an FM career can take.

Facilities Management

In its broadest form, Facilities Management ensures the physical environment meets the needs of the business. That means optimising the amount, layout and location of workspace to support current and future operations and staffing. Facilities Managers maintain a safe and efficient environment by coordinating the processes that keep the built environment working.

Workplace Management

A Workplace Manager concentrates on refining the physical environment to improve efficiency and productivity. Where business management looks at the activity of work, workplace management looks after the setting in which that work happens.

The role typically covers daily operations, coordinating staff and schedules, and administration. Workplace Managers also resolve workplace issues, maintain health and safety standards and implement policy.

Workplace Experience Management

A Workplace Experience Manager focuses on the experience people have at work and on employee engagement, aligning the workplace with the organisation's culture and objectives. Where a Facilities Manager is centred on the operational and physical side of a building, a Workplace Experience Manager designs and selects the services, activities and events that create a positive workplace atmosphere.

Operations and Maintenance

This specialism keeps a facility's physical assets, including buildings, equipment and infrastructure, running efficiently and safely. Good operations and maintenance planning prevents breakdowns, reduces costly repairs and keeps daily operations running.

It also underpins regulatory compliance, safety and emergency procedures, protecting both the facility and the people in it.

Engineering

Engineering covers the design, operation and maintenance of building systems and infrastructure, particularly the mechanical, electrical and plumbing systems a facility depends on. Engineers make sure these systems run reliably, meet safety standards and support wider FM goals such as sustainability, cost-efficiency and occupant comfort.

Energy Management

Energy management uses proactive strategies and systematic monitoring to optimise energy use across a building or organisation. By measuring and controlling consumption, FM professionals can reduce costs, cut carbon emissions and improve overall efficiency.

Good energy management also helps protect organisations against rising energy prices and supply risk, while strengthening their sustainability performance and environmental credentials.

Account Management

Account management builds and maintains strong relationships with key clients, keeping them satisfied and growing the account. The work centres on understanding client needs, delivering a high standard of service and adding value that supports retention and opens new opportunities. Typical responsibilities include:

- Acting as the client's primary point of contact
- Identifying the client's requirements
- Addressing issues and complaints
- Keeping the client informed about new developments
- Managing payment schedules
- Providing relevant training
- Producing detailed reports on the status of the account

Health and Safety

Health and safety is a critical specialism, essential to the wellbeing of staff, visitors and contractors. In FM, it involves identifying and mitigating the risks associated with buildings, equipment and operations.

Doing it well means putting robust systems and policies in place to control hazards and maintain a safe working environment.

Project Management

Project management applies processes, methods, skills and expertise to deliver specific objectives within agreed timescales and budgets. It is defined by finite deliverables and fixed timeframes. FM project managers bring the technical knowledge and experience needed to plan and deliver capital expenditure (CAPEX) programmes that meet or exceed expectations.

Estate Management

Estate management oversees the ownership, development and upkeep of land and buildings. It includes managing repairs, contractors, budgets and community engagement so that the estate is well maintained and meets its objectives. Within FM, it links the upkeep of buildings and land to wider goals of operational efficiency, safety and long-term development.

> *Specialisms are not silos. The strongest FM careers combine depth in one area with working knowledge of the rest.*

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Depth in one specialism, breadth across the rest.

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04

Degrees and Foundation Routes

The range of FM qualifications has grown considerably over the past few decades. As a result, there are more ways than ever to start or progress an FM career, whether through university study, professional qualifications or apprenticeships.

Foundation Degrees

A foundation degree is one route into the profession. It builds practical skills and knowledge that improve your employability, and it is designed around specific jobs or professions.

That makes it a good choice if you are not ready to commit to a full degree, or if you prefer to study while working. Whether you already work in FM or want to move into it, a foundation degree develops professional and technical skills in less time than a full degree takes.

Some universities also offer Honours degrees with an integrated foundation year. These are designed for students who have the potential to study at degree level but do not yet hold the formal qualifications for direct entry. The University of Central Lancashire, for example, has offered a four-year Facilities Management degree with an included foundation year.

Undergraduate and Postgraduate Degrees

Undergraduate FM degrees are relatively limited in the UK. The University of Central Lancashire has offered a three-year BSc (Hons) in Facilities Management, delivered mainly on campus, which gives a broad grounding in the field.

A postgraduate degree is an advanced qualification taken after an undergraduate degree. In FM, it deepens your expertise, strengthens your strategic and leadership capability and makes you more competitive for senior roles. Master's programmes in Facilities Management have been offered by institutions including the University of Greenwich, Leeds Beckett University and the University of Central Lancashire.

Most FM courses are delivered largely by distance learning, so much of the study happens away from campus. That makes them practical for people who are already working in the industry.

CHECK CURRENT COURSES

University course lists change from year to year. Confirm current availability, entry requirements and delivery mode directly with each institution before you plan around a particular programme.

05

IWFM Qualifications

The Institute of Workplace and Facilities Management (IWFM) is the UK professional body for workplace and facilities management. It supports individuals and organisations with education, training and resources that help professionals build their skills and expertise.

IWFM qualifications run from Level 2 to Level 7. They cater for newcomers, such as school leavers and career changers, as well as experienced professionals. The higher the level, the deeper the understanding of the profession it develops.

The Levels at a Glance

- **Level 2:** for people new to the field or looking for foundational knowledge. It introduces the essential principles and practical skills needed to begin an FM career.
- **Level 3:** for people already working in FM who want to extend their knowledge. It explores the role in more detail and introduces the strategic side of facilities management.
- **Level 4:** for people ready to build their expertise and take on more complex responsibilities. It covers advanced topics and prepares learners for senior FM positions.
- **Level 5:** for experienced professionals consolidating their strategic knowledge and management capability, with an emphasis on high-level management practice and strategic decision-making.
- **Level 6:** for senior managers who need to show they can oversee complex facilities operations, through detailed analysis and strategic planning.
- **Level 7:** the highest level, for senior leaders and those preparing for head of function or director roles, with a focus on the strategic leadership of workplace and facilities management.

What Are the Benefits of an IWFM Qualification?

1. **Career growth:** an industry-recognised credential that supports promotion and progression into more senior roles.
2. **Skill development:** essential skills such as strategic planning, operational management and financial oversight, all central to running facilities well.
3. **Professional credibility:** clear evidence of your expertise and your commitment to professional standards.
4. **Current knowledge:** keeps you informed about industry trends and good practice, so you stay competitive.
5. **Networking:** study brings you into contact with other professionals, building connections that can support your career.
6. **Specialised expertise:** different levels match different career stages, from entry level to senior leadership, so the learning stays relevant to your role.

7 **Ongoing development:** supports continuing professional development, helping you keep your management skills current as your career advances.

MATCH LEVEL TO ROLE

Choose the level that fits the job you do now or the one you are moving into. A qualification pitched well above your experience is harder to apply, and harder to talk about convincingly at interview.

06

NEBOSH and IOSH

Health and safety runs through almost every FM role, so qualifications from the two main UK health and safety bodies are widely valued by employers.

NEBOSH

NEBOSH, the National Examination Board in Occupational Safety and Health, is a globally recognised awarding body specialising in health and safety qualifications. Its qualifications are widely sought after, and many employers specifically ask for a NEBOSH Certificate or NEBOSH Diploma when hiring health and safety professionals.

NEBOSH Certificates give a solid introduction for people starting their careers or new to health and safety. NEBOSH Diplomas provide advanced training for professionals who want to deepen their expertise and take on wider responsibility. The NEBOSH portfolio spans several types of qualification:

- Awards
- Certificates
- Diplomas
- Master's-level study

Full details of the current range are available from NEBOSH directly.

IOSH

The Institution of Occupational Safety and Health (IOSH) is the chartered membership body for health and safety professionals, and is respected worldwide.

An IOSH qualification is valuable in FM because it demonstrates a sound understanding of health and safety principles. It equips you to identify risks, ensure compliance with safety regulations and create safer working environments.

IOSH offers a range of courses and qualifications. Those particularly relevant to health and safety in FM include:

- IOSH Level 3 Certificate in Occupational Safety and Health Principles and Practice
- IOSH Level 6 Diploma in Occupational Safety and Health Leadership and Management
- IOSH Managing Safely

07
Apprenticeships

Apprenticeships are a strong route into FM because they combine practical experience with structured learning. Apprentices develop hands-on skills and learn directly from experienced professionals while earning a wage.

They also avoid much of the cost of full-time education, so apprentices can build real industry knowledge and finish well prepared for a long-term career.

FM apprenticeships are less common than in some other fields, but IWFM supports apprenticeships at several levels:

- **Level 2 apprenticeship:** a good starting point for new entrants. On completion you will be able to deliver facilities support to customers and to FM teams.
- **Level 3 Facilities Management Supervisor** (also known as Facilities Management Coordinator): prepares you for a supervisory role, leading an operational team to deliver services that meet customer needs.
- **Level 4 Facilities Manager:** prepares you to manage a property's facilities and deliver a high standard of service. You will carry out risk assessments, manage budgets and lead a team, and the programme includes an IWFM Level 4 qualification.
- **Level 6 Senior Facilities Manager:** prepares you to evaluate, plan and lead the FM function, shaping it to improve business productivity.

IWFM publishes current information on apprenticeship routes and training providers, and is the best place to check what is available before you apply.

THINK BEYOND ENTRY

An apprenticeship is not only a way in. The higher-level programmes are a structured way to move from supervisor to manager to senior manager without stepping out of work.

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Qualifications open doors. Evidence keeps them open.

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08

Health and Safety Knowledge

Health and safety is integral to FM. It protects the safety and wellbeing of everyone who uses a building and keeps the organisation compliant with its legal and regulatory duties.

Common Challenges

These are some of the health and safety challenges a Facilities Manager is likely to face:

- **Fire safety:** keeping alarms, extinguishers and escape routes fully operational despite wear and tear or misuse.
- **Electrical safety:** managing the risks of ageing or faulty wiring, which needs ongoing monitoring to prevent serious hazards.
- **Asbestos:** managing asbestos in older buildings, where identifying and handling it safely requires specialist expertise.
- **Legionella:** controlling legionella bacteria, a constant concern in older water systems that need regular inspection and treatment.
- **Working at height:** controlling the risks through strict safety protocols and proper staff training to prevent accidents.
- **Communal areas:** keeping heavily used shared spaces safe, which demands continuous upkeep and vigilance.

Legislation Worth Knowing

Not every role requires formal health and safety qualifications, but relevant courses are an effective way to show you understand your legal obligations. Given how central safety is to FM, knowledge of the following legislation is likely to help when you apply for roles:

- Health and Safety at Work etc. Act 1974
- Management of Health and Safety at Work Regulations 1999
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR)
- Health and Safety (Consultation with Employees) Regulations 1996
- Construction (Design and Management) Regulations 2015
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)
- Control of Asbestos Regulations 2012
- Electricity at Work Regulations 1989
- Regulatory Reform (Fire Safety) Order 2005
- Lifting Operations and Lifting Equipment Regulations 1998 (LOLER)
- Manual Handling Operations Regulations 1992

- Provision and Use of Work Equipment Regulations 1998 (PUWER)
- Workplace (Health, Safety and Welfare) Regulations 1992
- Health and Safety (Display Screen Equipment) Regulations 1992
- Personal Protective Equipment at Work Regulations 1992
- Health and Safety (First-Aid) Regulations 1981

Formal qualifications are not essential for most entry-level FM roles. However, being able to show working knowledge of these regulations, ideally gained through experience, helps candidates at every level.

As you become more senior, knowledge of ISO 45001, the international standard for occupational health and safety management systems, becomes increasingly relevant. It provides a framework for identifying and reducing health and safety risks and for making sure the organisation meets its legal obligations. For roles in residential and higher-risk buildings, familiarity with the Building Safety Act 2022 is also valuable.

EVIDENCE BEATS LISTS

Naming regulations on a CV proves little on its own. Be ready to explain where you applied them, for example a fire risk assessment you acted on or a water hygiene regime you managed.

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In FM, safety knowledge is never optional.

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09
Soft Skills

Soft skills such as communication and teamwork are rarely learned from a textbook. They develop through experience and working with others, and some people find they come more naturally than others. In FM, they often decide who progresses.

Communication

FM professionals constantly pass on important information about safety, security and maintenance to occupants, service providers, managers and regulators. Communication matters just as much for leading your team, understanding their strengths and driving improvement. Clear, respectful communication builds trust, prevents misunderstandings and keeps operations running smoothly.

Leadership

Leadership becomes more important as your career progresses. Effective leaders set clear goals, delegate well to get the best from their team, monitor progress, give guidance and resolve conflict.

They are self-motivated, trustworthy and compassionate. A strong leader inspires the team, sets a positive example and communicates well, particularly when resolving conflict.

Problem Solving

FM is a dynamic profession, and problems will arise. Good problem solving means analysing the issue, weighing the possible solutions and implementing the right one, using creativity, logic and critical thinking. It is essential for maintaining operational continuity, staying compliant and improving overall performance.

Adaptability

The role and the industry keep changing. Facilities Managers need to be open to new ideas, technologies and methods, and to handle unexpected challenges calmly and strategically. Adaptability helps you manage pressure, keep operations running and communicate and solve problems well when circumstances shift.

Organisation

FM depends on planning and delivering maintenance and other activity well. Managing tasks, projects and resources effectively means maintenance procedures are designed and carried out efficiently. Because unresolved issues can create safety risks, prioritisation and time management are essential.

Innovation

Innovation drives continuous improvement and efficiency. Facilities Managers should look for and implement better methods and solutions to improve operations and address challenges. New approaches can lead to more effective maintenance, cost savings and better service delivery.

Technical Proficiency

Technical knowledge equips you to oversee and maintain complex building systems and technologies. Understanding these systems lets you diagnose issues quickly and accurately, minimising downtime and keeping operations running.

It also improves maintenance practice and contributes to the overall safety and functionality of the building, so you can deal with problems proactively and put effective solutions in place.

> *Technical knowledge gets you considered. Judgement under pressure gets you promoted.*

10
Knowledge of the Business

Understanding how the rest of the organisation works is essential in FM. Knowledge of areas such as finance, HR, IT and procurement helps Facilities Managers make better decisions and work more effectively with other teams. It also makes sure FM work supports the business as a whole and contributes to its success.

Budgeting

Budgeting ensures funds are allocated efficiently to the day-to-day operation and maintenance of a facility, covering essentials such as utilities, repairs and staff costs. A well-managed budget helps you track costs, maintain financial control and use resources well without compromising service quality.

Understanding financial statements, capital expenditure and return on investment lets you support the organisation's wider efficiency and keep the facility running smoothly.

Vendor Management

Much of FM is delivered by external suppliers. Good vendor management makes sure those services meet the required standard while remaining cost-effective. It involves negotiating contracts, monitoring supplier performance and managing service levels so that every external partner contributes to the facility's overall performance.

Security

Security knowledge is vital to protect the building and its occupants from theft, vandalism and other threats. Effective measures cover both physical security and cyber security, safeguarding assets and sensitive information.

IT Systems

Technology helps FM teams improve efficiency, reduce downtime and lower costs. Building management systems, energy management tools and data analytics let you monitor, control and optimise how a facility performs.

A strong grasp of these systems helps you streamline processes, anticipate maintenance needs and align facility operations with wider business goals.

Customer Service

Customer service directly affects how satisfied occupants and tenants are. Dealing with requests promptly creates a positive experience, which in turn supports occupant retention and the building's reputation.

Good customer service skills help you build better relationships with occupants, anticipate their needs and keep operations running smoothly, benefiting both the organisation and the people who use the facility.

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Relevance is what makes a CV work.

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11
Writing Your FM CV

Your CV is the first impression an employer has of your experience and capability, so it needs to work hard for you. The key to a strong FM CV is relevance: every section should make it easy for the reader to see why you fit this role.

- ✓ Put your most recent roles and qualifications first, especially those directly related to FM.
- ✓ Explain your responsibilities clearly, including the tasks you carried out, the systems you used and job titles the industry will recognise.
- ✓ Tailor the CV to each role, using keywords from the job description where they genuinely reflect your experience.
- ✓ Highlight achievements such as a cost-saving initiative you led, new health and safety measures you introduced or energy efficiency improvements you delivered.
- ✓ Quantify achievements where you can, for example the size of the teams you managed and the budgets you worked within.
- ✓ Use a clear, professional layout without unnecessary embellishment, so the focus stays on your skills and experience.
- ✓ Keep it to two or three pages.
- ✓ Proofread carefully, or ask a colleague to review it, so that it presents you at your best.

Our blog carries further advice on building a CV that gets noticed, and our consultants are always happy to give a view on yours.

12
Preparing for Interview

Few people look forward to interviews. They can be stressful and leave you feeling under pressure to make a strong impression in a short time. Knowing how to prepare and present yourself makes a real difference.

Before the Interview

Start by identifying your unique selling point: the strengths and achievements that set you apart from other candidates. Reflect on your career highlights, such as cost-saving initiatives or improvements in operational efficiency, and prepare specific examples that show them.

Read the job description carefully to understand the key responsibilities. Match your experience to each one and prepare detailed examples that demonstrate your suitability for the role.

Research the organisation thoroughly, including its operations, recent news, financial position and, where possible, your interviewer's background. This helps you tailor your answers, show genuine interest and ask sharper questions.

Plan your journey so you arrive on time with room for delays, or test your technology in advance if the interview is by video. Choose professional clothes in neutral colours to make a good first impression.

During the Interview

Show confidence through good posture, eye contact and a calm manner. Expect both competency-based and general questions. Practise your answers, and consider mock interviews to refine them.

Never criticise previous employers. Frame your reasons for moving positively, focusing on what attracts you to the new opportunity.

Closing Well

At the end, ask considered questions about the role, the organisation's expectations and its culture. This shows enthusiasm and a real understanding of the position.

Careful preparation and a confident approach will significantly improve your chances of leaving a lasting impression and securing the role.

PREPARE SPECIFIC EXAMPLES

For each key requirement in the job description, prepare one example covering the situation, what you did and the result. Specific, verifiable detail is what interviewers remember.

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Your network is built before you need it.

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Networking and Industry Knowledge

A strong LinkedIn profile helps you make an impression across the FM sector. Recruiters and hiring managers use it every day, so it is worth building with the same care as your CV.

Build a Strong Profile

- **Photo:** use a professional photo taken in a work setting, with a clean, simple background. It is often your first chance to stand out.
- **Headline:** go beyond your job title. Use the space to give a snapshot of your expertise and sector experience, for example 'Facilities Manager with 20 Years in the FMCG Sector'. Avoid generic descriptors and reflect your particular strengths.
- **About section:** write a persuasive summary of your key achievements and skills with specific examples, such as 'Reduced waste by 35% at Company A'. Link to relevant documents or media where useful.
- **Experience:** use a conversational tone and show how you have grown and the range of roles you have held.
- **Volunteering and media:** include voluntary work, and add media to make the profile more engaging.
- **Recommendations:** ask colleagues for recommendations that highlight a range of your skills.
- **Skills and endorsements:** manage these so they reflect your core competencies.
- **Keep it current:** share industry news regularly and keep your contact details up to date to maximise your visibility and networking opportunities.

Research Target Employers

If there is a particular organisation you want to work for, check its LinkedIn page for openings and research the business. Look out for the people most involved in hiring:

- Hiring managers
- Recruiters
- Talent acquisition managers
- HR managers
- Heads of HR

Check for signs that they are hiring, whether through their own posts or on the company page. The 'Hiring' frame on a profile picture is a particularly useful signal.

Keep Up With Industry News

Following industry news shows commitment to the profession and awareness of current trends. Knowing the latest developments, regulations and technologies lets you speak knowledgeably at interview and shows that you are proactive and ready to contribute.

Understanding how the industry is shifting also helps you spot emerging opportunities and focus your search on what employers increasingly need. It makes networking easier too, because you can join relevant conversations and connect with professionals who share your interests and expertise.

Useful sources include:

- FMJ
- Tomorrow's FM
- TWinFM
- Facilitate
- IWFM's publications and events
- The Maxwell Stephens blog, which covers industry updates, career advice and company news

> *Your network is built long before you need it.*

14

Building a Career That Lasts

Facilities Management rewards people who keep developing. The route in may be a degree, an apprenticeship, a professional qualification or a move from another field, but progression depends on the same things: sound technical and compliance knowledge, strong soft skills, commercial understanding and the ability to present your experience well.

Treat your career as something you manage deliberately. Choose qualifications that match the role you are moving into, build evidence of what you have achieved, and stay connected to the industry and the people in it.

If you would like to talk about your next step, contact our team on 0207 118 4848 or at info@maxwellstephens.com.

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Keep learning, or the profession moves on without you.

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THE EVIDENCE

What the Data Says

What UK data shows about the scale of FM and the skills it needs.

£102bn

The UK workplace and facilities management sector is worth £102bn and 1.2 million jobs to the UK economy, according to IWFM.

Source: IWFM, Market Outlook 2025

51%

51% of organisations surveyed by SFG20 in 2026 reported a shortage of FM staff.

Source: SFG20 State of FM survey, reported by TWinFM, 2026

82%

82% of people entering UK management roles have had no formal management and leadership training, CMI found.

Source: Chartered Management Institute (CMI), Better Management Report: Take Responsibility, Take Action, 2023

52%

52% of UK managers do not hold any management and leadership qualifications.

Source: Chartered Management Institute (CMI), Better Management Report: Take Responsibility, Take Action, 2023

£50,000

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.

CASE STUDY

See It in Practice

Apax Partners Facilities Assistant Placement

Apax Partners, a global investment firm, asked Maxwell Stephens to recruit a Facilities Assistant for its London office, supporting the Facilities Manager across office services, building operations, health and safety and administration. The entry-level candidate pool was large, but few candidates combined practical mailroom or workplace experience with the presence for a professional office and a genuine wish to build an FM career. We searched for early-career candidates with relevant office support experience and assessed them for organisation, communication, flexibility and interest in long-term FM development. The appointed Facilities Assistant brought mailroom knowledge and strong interpersonal skills, and gave Apax a motivated junior professional able to build broader FM skills over time.

It shows what employers look for at the very start of an FM career: relevant experience, the right attitude and a clear appetite to learn and progress.

Read the full case study · Browse all case studies

FROM THE BLOG

Related Reading

- The Career Path to Becoming a Facilities Manager
- Facilities Management Qualifications: What Employers Really Look For
- How Apprenticeships Are Closing the FM Skills Gap

MAXWELL STEPHENS INSIGHTS

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- Facilities Management Career Guide
- Facilities Management Salary Guide UK 2026
- The Future of Facilities Management Leadership

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CONTACT
t: 0207 118 4848

w: www.maxwellstephens.com
e: info@maxwellstephens.com

LONDON
Golden Cross House
8 Duncannon Street
Strand
London
WC2N 4JF