

## **BIFM Berufsbild Facility Manager**

The scope of knowledge, managerial skills and specialist expertise demanded of the successful Facilities Manager can seem daunting. To help shape and define this scope, BIFM has identified twenty competences, grouped into six key management areas.

### **UNDERSTANDING BUSINESS ORGANISATION**

1. Understanding the Structure and Behaviour of Organisations
2. Understanding Business and Organisational Strategy
3. Developing FM Strategy

### **MANAGING PEOPLE**

4. People Management
5. Communication
6. Working with Suppliers and Specialists

### **MANAGING PREMISES**

7. Property Portfolio Management
8. Understanding Building Design
9. Building Fabric Maintenance

### **MANAGING SERVICES**

10. Managing Building Services
11. Managing Support Services
12. Project Management
13. Managing Customer Service

### **MANAGING THE WORKING ENVIRONMENT**

14. Environmental Issues
15. Space Management

### **MANAGING RESOURCES**

16. Procurement
17. Risk Management
18. Financial Management
19. Quality Management
20. Information Management