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**Facilities
Management**
HR Trends Report
2019

Facilities Management HR Trends Report 2019



The facilities management (FM) industry is growing fast, **the FM market is forecast to rise by more than £10 billion by 2022** according to a new report on the UK facilities management outsourcing market from [MTW Research](#).

Meanwhile, the [Global FM 2018 Global Facilities Management Market Report](#) identified the industrial sector as one area in particular where facilities management is expected to record growth. As the facilities management industry grows, so will the need for jobs.

In this Facilities Management HR Trends Report, we've rounded up all the statistics, research and trends that are affecting the industry in 2019.

- Diversity in the facilities management industry
- Attracting and retaining talent in the facilities management industry
- Remote work in the facilities management industry
- Emphasis on technical and soft skills in the facilities management industry

Diversity in the Facilities Management Industry

The FM industry is still extremely male-dominated in 2019. **There is a lack of visibility when it comes to women in almost every role - especially leadership positions**, according to **Preeti Bajaj**, the Vice President of Strategy and Transformation at **Schneider Electric**.

In fact, **women only make up an estimated 20-30% of the facility management industry**, according to **Women in Facility Management** (WiFM). This number changes depending on the position in the industry:

- ⚙️ Operational position is estimated to be 10% female
- ⚙️ Managerial position is estimated to be 20% female
- ⚙️ Strategic position is estimated to be 40% female

However, this gender gap is changing as more and more companies begin to focus on diversity and inclusion during their recruitment processes. According to a study by **Citrix Systems**, **28% of FM hiring managers are actively promoting diversity initiatives** in order to attract candidates from a wider range of backgrounds.

Preeti Bajaj says: *“A workforce that has familiarity with the corresponding customer side can deliver better outcomes for that business. It’s a small shift; diversity isn’t about giving women jobs for the sake of it, but rather a commercial imperative for the new landscape we live in”.*

Elements that are boosting a change in diversity in the industry:

- ✓ Commercial imperative
- ✓ Talent shortage
- ✓ Diversity and inclusion metrics
- ✓ Customer service initiatives

Attracting and Retaining Talent in the Facilities Management Industry

The FM industry is facing a serious talent shortage in 2019, so attracting and retaining talent has never been more important. According to **Facility Executive**, this industry shortage can be traced back to two statistics:

1. **Over 50% of FM professionals will retire in the next 10 years.**
2. **There are not enough degree programmes or graduates to fill the upcoming vacancies.**

Hiring managers in the industry are combating this shortage with new techniques for attracting and retaining top talent. For example, through the use of recruitment software, which can provide access to more channels and thus expose open positions to a much larger audience.

It's clear the HR teams in FM are paying more attention to recruitment channels in order to ensure that they are successfully sourcing the best candidates.

According to a **2016 Facilities Managers Employer Needs Assessment**:

- 71%** of employers are training candidates from within the company.
- 64%** of employers are posting online job advertisements.
- 42%** of employers are utilising employee referrals.

Remote Work in the Facilities Management Industry

In almost every industry, employees are increasingly choosing to work remotely rather than commute to an office. This is especially true in the FM industry, where work is often outsourced. According to the **Citrix** study:



- 85% of respondents said that they could do their job just as effectively from anywhere.
- 83% said that working remotely would enable them to achieve a healthier work-life balance.
- 77% said that working remotely could save them money by reducing daily commuting costs.
- 69% said that working remotely would help them be more productive and focused.

Allowing employees to work remotely has been proven to boost productivity levels, according to a study by **Stanford University**. It is also a perk that hiring managers in the industry are taking advantage of.

The Executive Vice President of Strategy and Chief Marketing Officer at **Citrix**, **Tim Minahan**, says: “People today want to work where they want to work. And to attract them, companies need to rethink what the workplace means and create a more flexible way to work that enables them to get the right people in the right places to unlock innovation, engage customers and move their business forward”.

Emphasis on Technical and Soft Skills in the Facilities Management Industry

In 2019, the Facilities Management industry is adapting to a modern landscape. This means that it is putting more emphasis than ever on customer service and the use of digital tools. Because of this, **hiring managers are screening candidates for different skills; namely, technical expertise and soft skills**, according to **Facilities Net**.

1. Technical Expertise:

According to **Hays**, the **demand for highly-skilled FM professionals with niche, technical skills continues to grow**. This includes workers with a trade background or those that are familiar with specialised management software.

A **2016 Facilities Management Software Survey** found that:

77% of FM professionals used software tools to complete their jobs

65% of FM professionals identified mobile usage as a top FM technology trend

The main uses for technology at an FM organisation were measuring and reporting, customer service delivery, and CRM and communication.

2. Soft Skills:

The Hays Facilities Management Regional Director, **Austin Blackburne**, says: *“Candidates who are more corporate client facing are attractive to employers at the moment. Ultimately, it is people that are able to assimilate well into an existing culture of a client, and have the right personality. As the profession becomes more service oriented that is what employers want to see”*.

In a study conducted by **Proxyclick**, Facility Managers said that the top four soft skills that they look for in an FM professional are:

☰ **Creativity**

☰ **Adaptability**

☰ **Compassion**

☰ **A data-driven mindset**

About Us

Occupop streamlines your entire hiring process so you can focus on keeping up with the latest trends in the Facilities Management industry.

Occupop is a recruitment software built with your hiring needs in mind. With the help of AI technology, Occupop increases job exposure and removes recruitment admin, resulting in a reduced time-to-hire, improved hiring team collaboration and an enhanced candidate experience.

Book a free consultation with one of our recruitment experts today and see how we can help you hire the best people for your business.

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