Facilities managers make sure buildings work, be they hospitals, office towers, apartment blocks or shopping malls. They ensure the lifts run, air conditioning works, floors shine, occupants are safe and property is secure. They oversee renovations and replacement of plant. Facilities managers implement sustainable practices to minimise environmental impacts. They manage staff, budgets and contracts with suppliers of goods and services.

In 2006, more than 110,000 Australians were estimated to work in jobs directly generated by facilities management.

Sam Greer is responsible for Technical Learning at Transfield Services, an Australian company with international reach and more than 28,000 employees. Property and facilities management is a core business and Transfield Services’ success relies on its skilled workforce responding quickly and effectively with solutions tailored to client needs.

In 2009, selected Transfield Services employees completed the Certificate IV in Property Services (Operations). Each of them enrolled in the Diploma in 2010. Sam Greer believes the training is affirming for Transfield Services employees—their existing skills are recognised and their confidence and capability is enriched by targeted training. The training assists them to take advantage of career paths within the broader business and enables them to more readily transfer their skills and knowledge across the company’s client base.

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