



**ASSIST**  
FACILITIES MANAGEMENT

# WORKFORCE MATTERS

Chris Ross - Chair

Nicky Joiner – Vice Chair

# ASSIST FM Background

- 32 LA (FM) service providers
- Approximately 450,000 meals per day
- 25,000 FM staff across Scotland
- Responsibilities include catering, cleaning, janitorial and maintenance
- 95% in-house service provision – a few legacy PPP contracts
- Challenges across FM of ageing workforce
- Continual recruitment challenges!
- LA collaboration high through ASSIST networks Cleaning with Class and Hands on Hungry



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# Recruitment Concerns

- Working from home
- Lack of candidates interested in working for FM
- HR processes
- Rates of pay
- Benefit confusion
- Is it seen as “sexy??”

**Benefits of working for local government...**



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# Benefits



- We know all this good stuff so why don't we sell it?????
- Scottish Living wage
- Training opportunities for career progression
- Flexible working
- Pension Scheme
- Paid leave
- Employee discount schemes



# The Campaign.. How to sell FM?

- Need to connect and create a hook?
- LA collaboration to identify a theme, design and sales pitch
- 21 Bannerstand Design, 16 Social Media Post design, 20 Poster designs, 59 Videos
- Flexibility for LA's to tailor to their recruitment needs



## **JOBS AVAILABLE IN YOUR SCHOOL**

WE HAVE ROLES AS: **CATERING ASSISTANTS | CLEANERS | JANITORS**

Full training provided, flexible contracts, career opportunities,  
pension scheme & Scottish living wage hourly rate starting at £ XXX

For more information and to find out how to apply,  
go to: [eastrenfrewshirecouncil.gov.uk/jobs](http://eastrenfrewshirecouncil.gov.uk/jobs)



# Developing the workforce

- The need to recruit was just once strand of the campaign – when colleagues start with LA's how do we keep them?
- Research across Scotland to look at what is important for those looking for employment
- Flexibility and career progression rated highly – this led to another idea....
- Collaboration across Local Authorities to develop industry leading accreditation, transferable skills and career mapping throughout the public sector
- How do we fund this when resources are at a premium?



The flyer is for the Müller Milk & Ingredients ASSIST FM Scholarship, organized by hit scotland. It is titled "Müller Milk & Ingredients ASSIST FM Scholarship" with the subtitle "Learning to Lead, Resilience, Mental Wellness".

**THE OPPORTUNITY**  
This programme is a mix of in-person and online learning, designed to give you the skills to be a great manager, to get the best from yourself and your team, and to help them be happy and healthy!

Müller Milk & Ingredients are offering this fully funded opportunity to someone from each Scottish council who is a Müller customer. Nominate one person to take part.

**LEARNING TO LEAD**  
Anyone can be placed in a management role; to thrive requires a solid set of people management skills. As a manager, what you do and how you do it affects everyone around you. Learn to grow employee engagement, coach your team, manage performance, deal with conflict.

**WHEN**  
6/7 May 2025 GROUP 1  
13/14 May 2025 GROUP 2

2 day in-person course  
Includes overnight stay and group dinner

In Stirling

**BOOSTING RESILIENCE**  
Workplace resilience training enables everyone to manage stress, pressure and change. It looks at the skills needed to cope successfully and actions to take to start building your own resilience, and support others to do the same.

**WHEN**  
20 May 2025  
4 hours  
Online, live

**MENTAL WELLNESS AND AWARENESS**  
Poor mental wellness is now the number one reason people miss work. How do you create awareness, reduce burnout and provide support around Mental Wellness in the workplace?

**WHEN**  
22 May 2025  
9.30am to 4.00pm  
Online, live



# Our Industry Accreditations

## Two leading courses

- Hospitality Industry Trust Leadership scholarship, principals of leadership, wellbeing, communication - Funded through community benefits
- Cleaning Scholarship, BICs accredited and follows the principals of management and leadership along with the practical elements of managing a cleaning service
- Early feedback show job satisfaction levels increased, more defined career pathways and ultimately leading to a reduction in churn



# Progress to date

Recruitment levels have improved but.....absence increasing

- Key feedback from the frontline
- Mindfulness matters!
- Health and wellbeing staff meetings
- Network natter
- Benefits calculator

