

# FMANZ Careers Survey Results 2018



# Employers' Questionnaire

Around 40 people completed the 'EMPLOYER' part of the survey



# Employers' Questionnaire

**Employers** hire for a range of positions, from **facilities coordinators** and **administrators**, to **senior facilities managers**, **asset management specialists** and **FM advisors**.

- 61.5% of respondents said they will be looking to add FM staff to their team over the next 12 months
- With 23% 'possibly' looking to.

**It seems to be a challenge to find 'the right person for the job'...**

- 62.5% said it's 'Difficult',
- 20% 'Neither easy or difficult',
- 15% 'Very difficult',
- 2.5% 'Easy' and
- Nobody said it's 'Very easy' to find the right person for the job.

# Employers' Questionnaire

**Comment: “FMANZ should probably help to convince the government that FM is a skill shortage category in the immigration requirement.”**

- Roughly 30% of candidates have **sourced candidates from overseas** because they couldn't find the right person in NZ.

**How respondents typically source candidates:**

- 63% via company job advertisements
- 42% word of mouth
- 37% via a recruitment agency
- 31.5% approach potential candidates directly
- Other sources mentioned include LinkedIn and Seek.

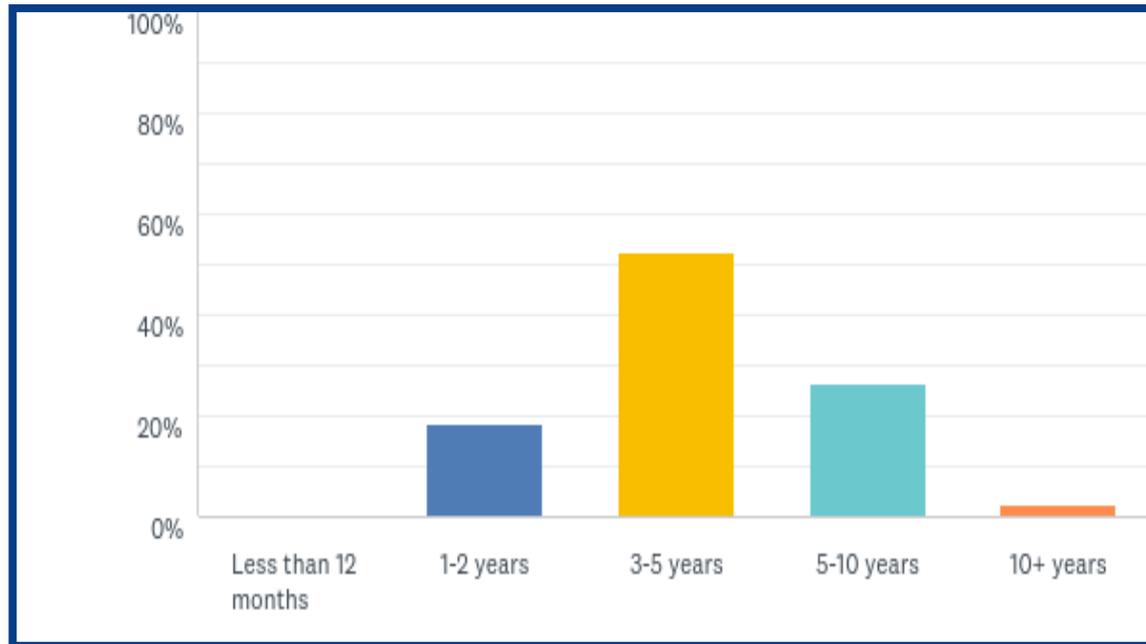


# Employers' Questionnaire

**FM doesn't have a high employee turnover rate, with most FMs staying in a job for at least three years.**

- \* In answer to the 'average length of tenure/turnover rate of FM employees', employers said
  - 52.5% of their employees stayed in their job for 3-5 years
  - 26% for 5-10 years
  - 2.5% for 10+ years
  - 18.5% stayed for 1-2 years and
  - None stayed for less than 12 months.

Q9: What is the average length of tenure/ turnover rate of FM employees within your organisation?



# Employers' Questionnaire

Respondents were evenly split (50:50) on the question,

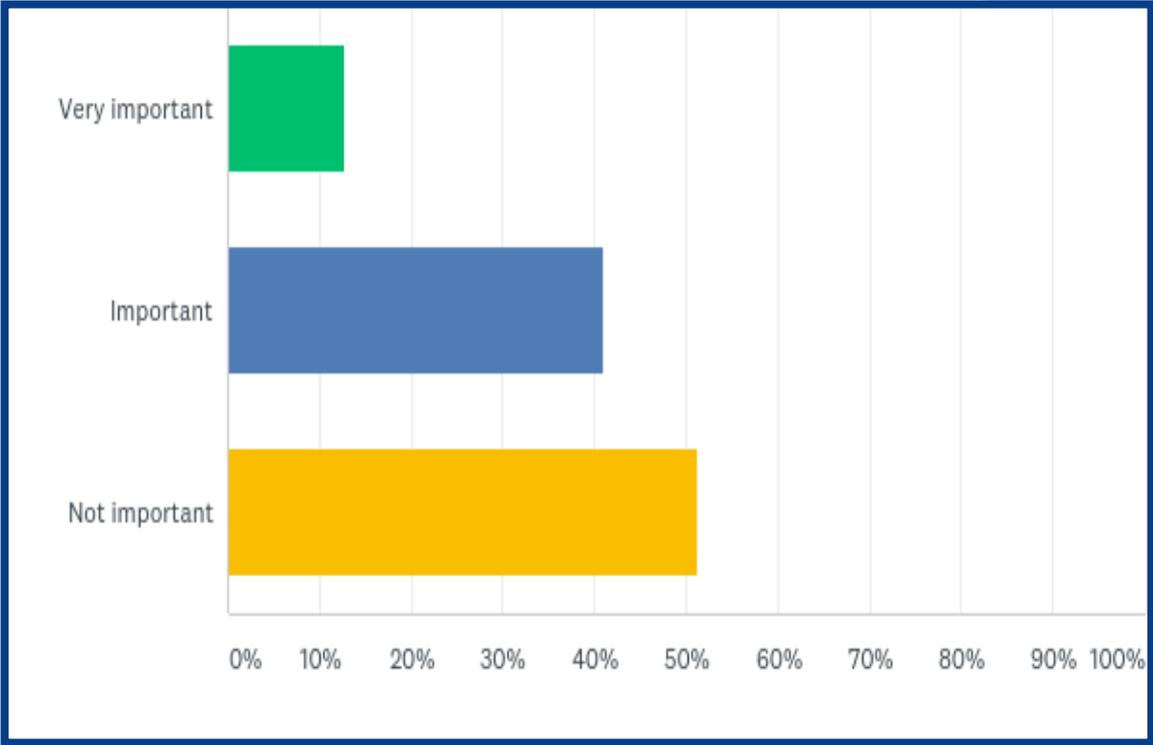
'If a candidate has the relevant experience, **how important/ unimportant are formal FM qualifications** when hiring someone?'

- Communication
- Being a team player
- Having a customer focus were **important competencies** looked for in a Senior FM,
- Experience
- Technical Knowledge
- Management Skills
- Planning
- Team fit
- Personality / Attitude
- Problem solving,
- Planning skills,
- Knowledge of FM industry,
- Flexibility,
- Contract management
- **Financial and Commercial literacy**

**“Financial and commercial literacy are two things that are significantly lacking in the industry,”** wrote one respondent.



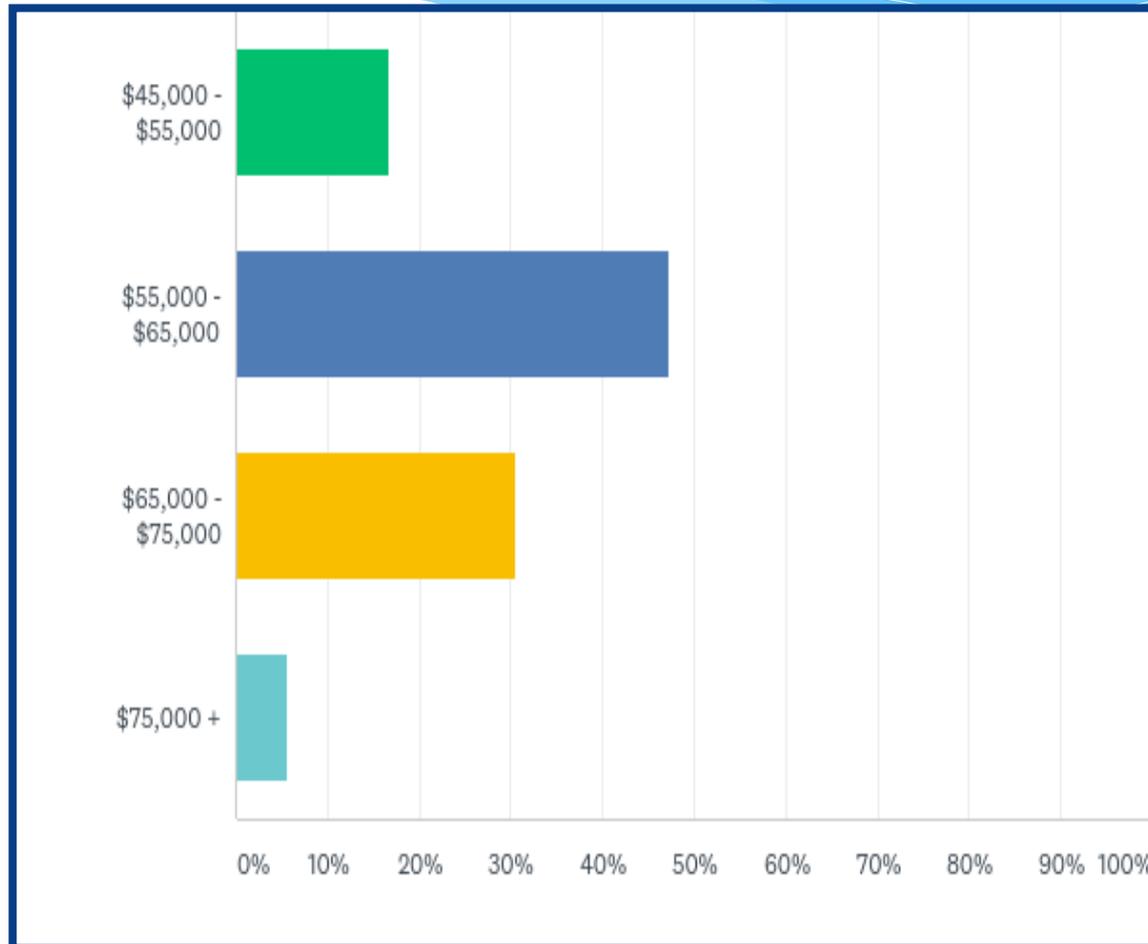
Q11: If a candidate has the relevant experience, how important are formal FM qualifications to you when hiring someone?



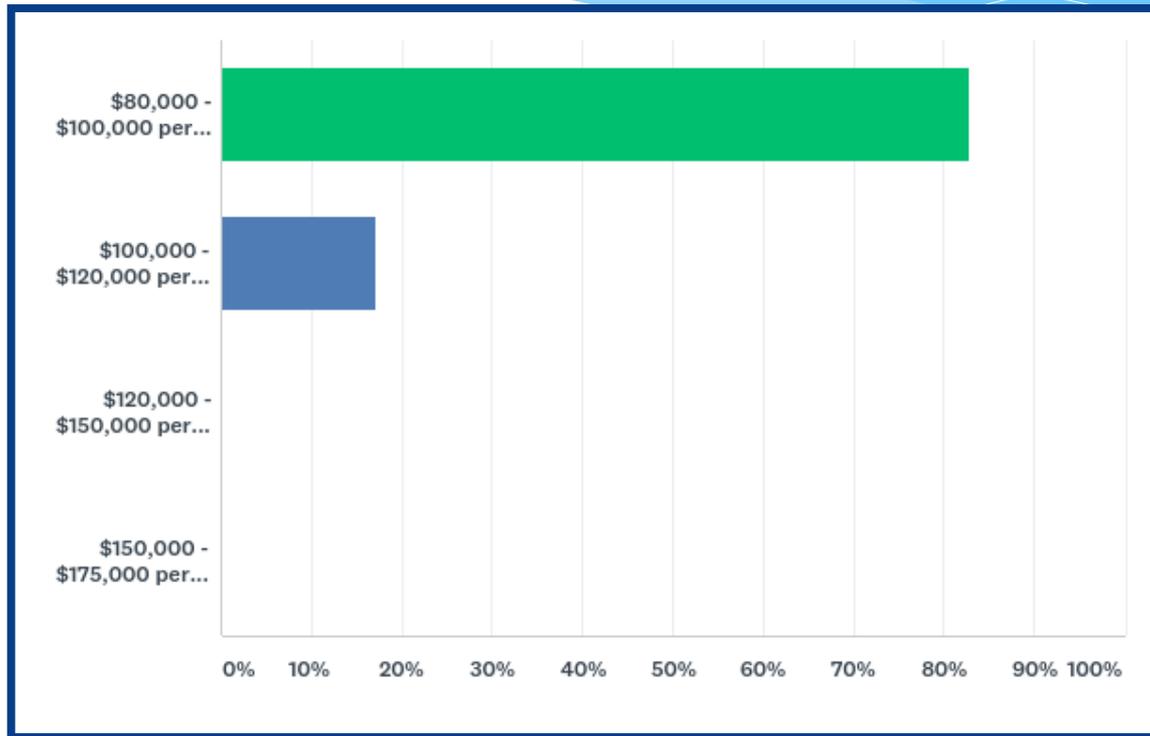
# Salary Information – From the Employers' Perspective



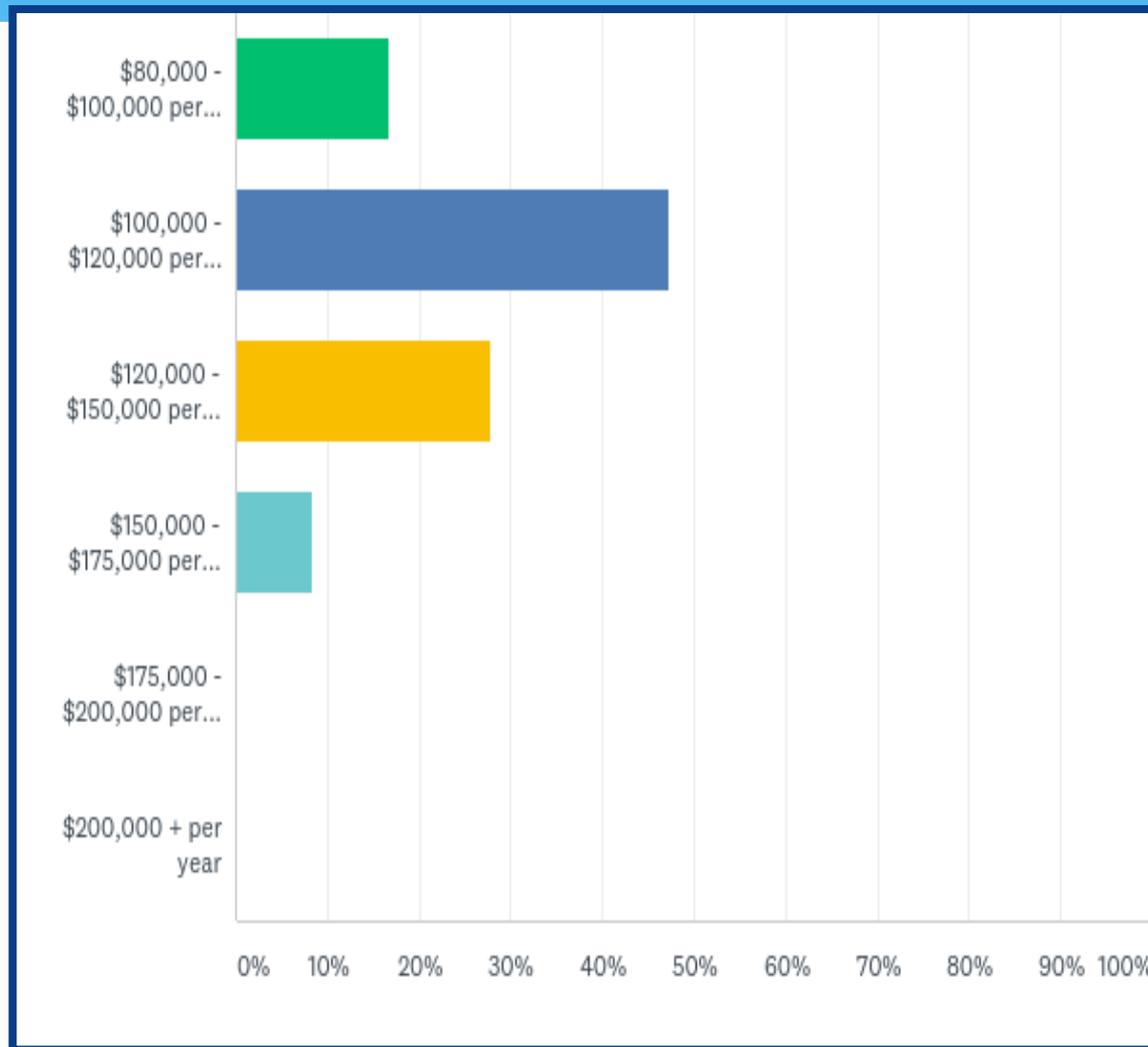
Q15: As a ballpark figure, what salary do you typically pay to someone in a junior FM role (1-2 years' experience), exclusive of bonuses and add-ons?



Q14: As a ballpark figure, what salary do you typically pay to someone in an intermediate FM role (3-4 years experience), exclusive of bonuses and add-ons?



Q13: As a ballpark figure, what salary do you typically pay to someone in a senior FM role (exclusive of bonuses and add-ons)?



# Employee Questionnaire Results

73 respondents answered the survey as an EMPLOYEE



# Employee Questionnaire Results

## When asked how long they stayed in their previous FM role

- 32% said 3-4 years
- 25% 1-2 years
- 20% 5-9 years
- 11% less than 12 months
- 10% longer than 10 years

## When asked what role they went to when they last changed FM roles

- 60% of respondents said they changed organisations
- 40% said they got promoted within their organisation

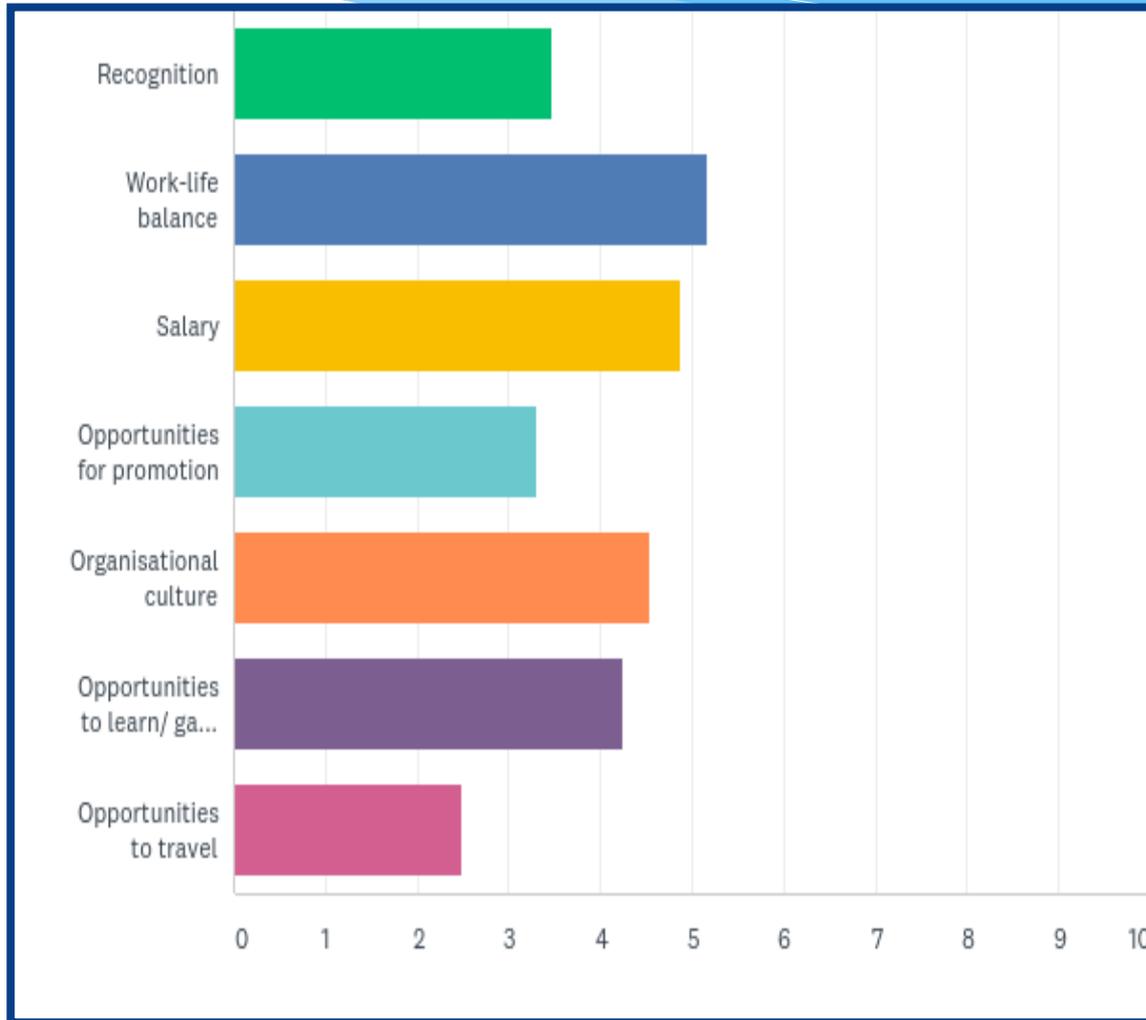
## Salary isn't the most important thing

### When asked to rank what is most important to them when looking for a new job

- Work-life balance came out as number one
- Closely followed by salary and organisational culture
- Next came 'opportunities to learn / gain valuable experience'
- Then recognition and opportunities for promotion
- Lastly, opportunities to travel



Q22: Rank what is most important to you when looking for a new job?



# Employee Questionnaire Results

## What other things are important to you when looking for a new job?

- PEOPLE came out as a big motivator
- Co-workers and Managers who are leaders, who garner respect and offer support
- Organisational culture, feeling valued and respected
- A company's reputation and values
- Work-life balance
- Location (proximity to home/ travel time) and car parking were also repeatedly mentioned

## Employee Comments

- \* “Work-life balance. Proximity to home. Ability to be challenged & gain further experience & knowledge.”
- \* “Working for a company that has a strong financial backing and are commercially driven, not looking to save costs ... who will spend on wise ROI initiatives.”
- \* “Working with good people in an organisation with a clear vision which is willing to invest in its workplace/built environment.”
- \* “Stability of role and respect for the role.”



# Salary – From the Employees' Perspective



# Salary – From the Employees' Perspective

**Half of all respondents are paid in the range of \$80,000 - \$120,000 per annum, exclusive of bonuses and add-ons.**

- 26.5% were paid below \$80,000
- 19% between \$120,000 and \$175,000
- 4.4% of respondents (3 people) earn over \$200,000
  
- 65% of respondents will be looking for an increased salary in their next role
- 19% for similar
- 16% said they were flexible

## **A Couple More Statistics:**

- 62% of respondents have been **headhunted** / approached directly by another company
- 61% think they would use a recruitment agency to find their next job



# Closing Comments

- \* One of the key messages is that salary isn't the number one motivator when looking for a new job in FM. Work-life balance comes out as number one.
- \* The type of things people listed as important when looking for a new job included being recognised and valued, and the culture and values of an organisation.
- \* Another key message is it's difficult for employers to find the right person for the job, with 30% sourcing candidates from overseas.

# The End

Thank You!

