

IFMBenchmark2023

FM & Maintenance Salary and Compensation Report



Prologue

I am honoured that Infraspak has asked me to write the prologue to their first report on FM & Maintenance Salary and Compensation in the UK.

This report is fairly unique, as not only has it polled FM professionals in the UK, but also asked the same questions to individuals across facilities management in other countries. Each country has had their own reports prepared, and like this one, their own results compared to each other to highlight similarities, differences and challenges we are all facing post-Covid – specifically how people in our industry are currently fairing (and feeling) about their employers and employment prospects.

Without giving away spoilers, the data produced within this report shines a spotlight and illuminates the various levels of salaries, and the great added benefits some roles achieve, and on the flipside how some people are not being valued. The living wage or minimum wage is something that impacts many essential FM contributors: the cleaners, the vigilant security guards, the facilities managers and some maintenance operatives.

Their pivotal lower paid roles are not confined to the routines of upkeep; they form the bedrock upon which organisational efficiency and safety rest, so senior management needs to be considered when applying compensation benefits to their employees: what means more these days outside of pure wages? What extra benefits would add to their satisfaction? Beyond mere financial compensation and benefits, the intangible aspects of job satisfaction, recognition, and prospects for personal growth resonate deeply.

Retention transcends the pay scale; it encapsulates an ecosystem of support, acknowledgment, and professional development.

As the ink sets upon these pages, it's not merely a presentation of statistics and figures but a call for senior managers to understand the relationship between equitable compensation, retention, and the steadfast dedication of those who maintain the integrity of our spaces. The narrative within the report unfurls to provoke contemplation, ignite discourse, and propel action towards a landscape where fair compensation and the retention of skilled facilities individuals thrive.

2024 is going to be a big year for facilities management, and I look forward to working with Infraspak and to continue to play a part in its development as an industry to be proud of. I'm sure the content will be useful to you, and invite you to read and digest its conclusions.

– **Simon Barlow**, Workplace & Facilities Recruitment Consultant

Why this report?

An introduction

In the dynamic landscape of the facilities management (FM) and maintenance sector, the intricacies of talent retention, job satisfaction and overall organisational success are highly dependent on one crucial element: salary and compensation.

As companies strive to attract, retain and motivate skilled professionals, an in-depth analysis of benchmarks becomes paramount. We were no strangers to this concern, and it was only natural to get involved.

As a community created not only to connect innovative maintenance and facilities management (FM) professionals, but also to help build a more resilient industry, gathering relevant information on this issue was essential so that we could all access, discuss and work with the most recent data.

This report, produced by **Intelligence for Maintenance**, looks at the undeniable role that understanding pay structures plays in shaping the employment landscape.

By examining current industry benchmarks, trends and their implications in different countries, we aim to untangle the web that links salary, career development and benefits to employee performance and satisfaction and, ultimately, to the prosperity of organisations operating in the FM and maintenance sector.

Finally, we would like to thank the participants and the industry leaders who made their valuable contributions on such complex subjects and, of course, all the members of the Intelligence for Maintenance community, the place to be for a fairer, more dynamic and better prepared industry.

Let's keep shaping the future, together!

Methodology and Sample profiling

The data for the FM & Maintenance Salary and Compensation Report was collected between June and September 2023, through a variety of means ranging from the Intelligence for Maintenance social channels, to direct communication on LinkedIn.

Participant positions ranged from facility managers to maintenance managers, facility coordinators, maintenance technicians and supervisors, and asset managers.

A form, completed by 101 British FM and maintenance professionals (around 1/7 of the total sample), included 19 questions, broken down as follows:

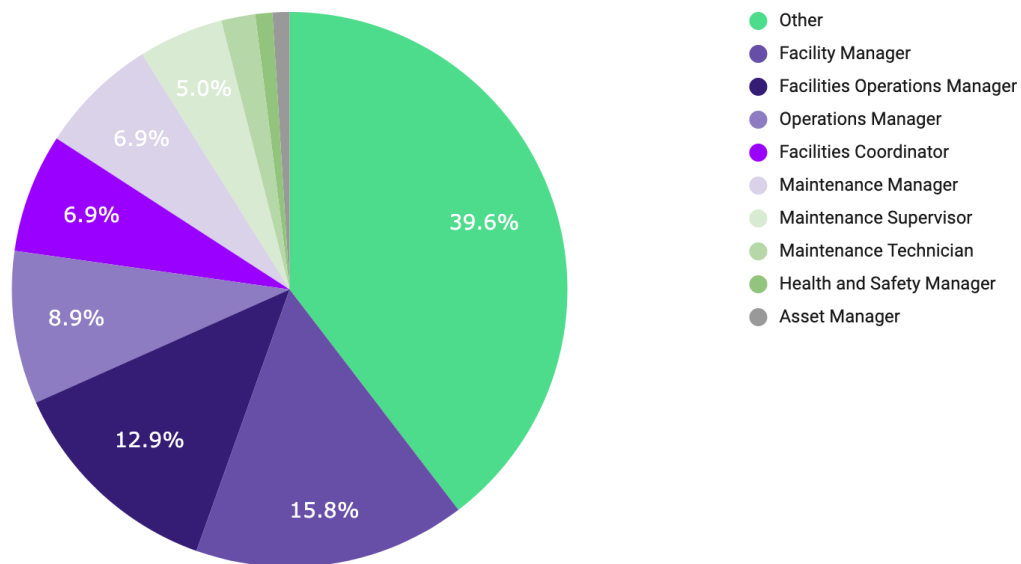
- 3 for the Role and Experience
- 2 on Country of activity
- 3 on Salary
- 5 for Benefits
- 6 for Skills

First things first: Who are these professionals?

The evolution of facilities management in the recent decades has been marked by a major transformation of roles, skill sets and perspectives.

Traditionally perceived as custodians of physical infrastructure and maintenance tasks, professionals in this field have evolved to become **strategic contributors to the success of organisations.**

From the 101 English speaking survey respondents, 81.1% work in the UK. It's also noteworthy that a considerable proportion is working abroad (18.1%), in the United States (7.1%), LATAM (2%), Other EU countries (3%), Brazil (4%), Portugal (1%) and France (1%), suggesting geographic diversity among the respondents.



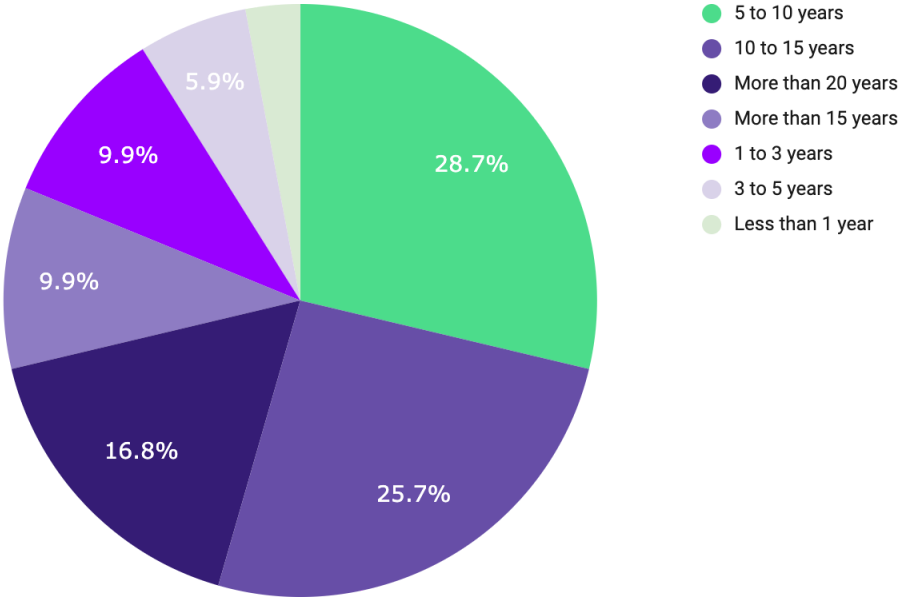
We can consider the variety of roles in facilities management as a sign of the evolution and adaptability of the sector, although the representativeness, for example, of sustainability-related roles is still far from what would be desirable. In fact, the incidence in the total sample (UK, FR, ES, BR and PT) **is less than 1%**.

Nevertheless, the sector is gradually diversifying to meet **new demands and challenges, which go beyond operational efficiency.**

The most common title among the sample is "Other", accounting for almost 40% of the responses. Regarding specific titles, "Facility Manager" is the most common with 15.8%, closely followed by "Facilities Operations Manager" with 12.9%. Management and supervisory roles, such as Operations Manager and Maintenance Manager, are also significantly represented.

The largest batch consists of professionals who have worked in the industry for 5 to 10 years, representing 28.7% of the respondents. Additionally, there is a substantial percentage of respondents with 10 to 15 years (25.7%) and more than 20 years (17%) of experience, suggesting a substantial cohort of seasoned workforce.

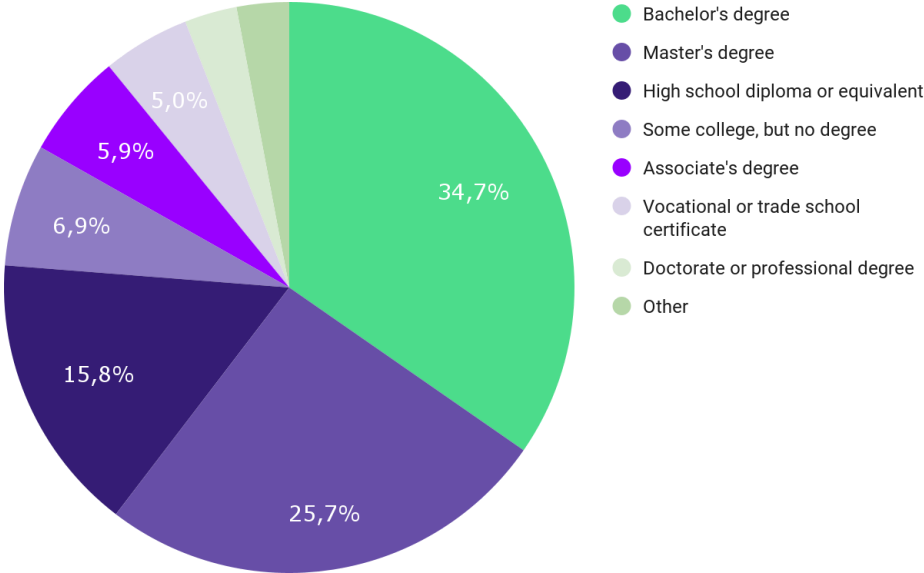
It is interesting to note that there is a significant number of professionals in earlier stages of their career: about **19% have between 1 and 5 years of experience**. Contrarily to other European countries that are part of the sample, such as Spain and Portugal, **the industry in the UK is clearly succeeding in attracting new talent (similar scenario in France)**.



This diversity in experience levels is notable, with professionals at different stages of their careers, which can be beneficial for knowledge transfer and collaboration within the sector. Moreover, bringing in new generations can inject fresh energy, new perspectives and technological skills.

Therefore, the industry must find ways to foster intergenerational collaboration, where more experienced professionals share their knowledge with newcomers, and the latter bring their technological know-how and enthusiasm for innovation.

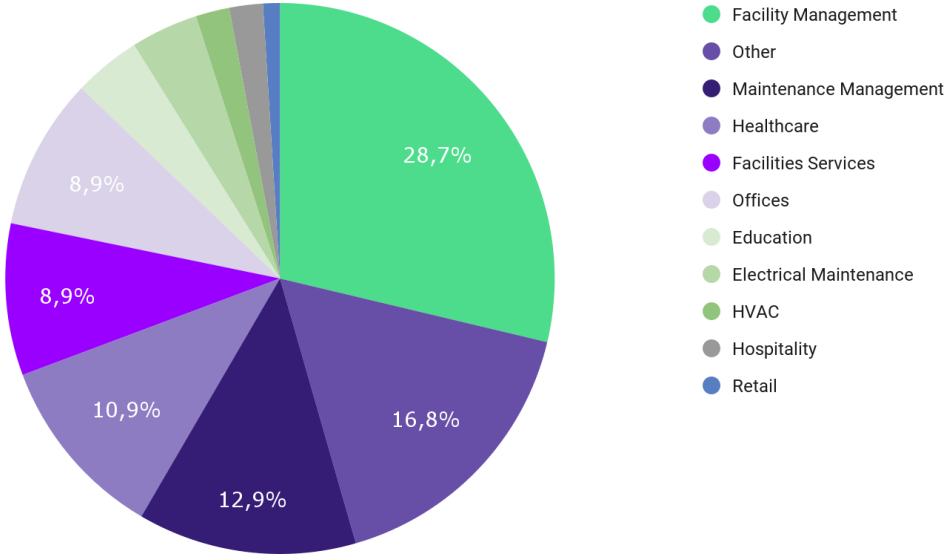
Regarding education, bachelor's degree (34.7%) Master's degree (25.7%), and high school diploma or equivalent (15.8%) are on the top of the list. **Only in the UK a high school diploma made it to the top 3 of the most common degrees.**



Finally, within the respondents, 28.7% work in facilities management; maintenance management (12.9%) and Healthcare (10.9%) also have notable representation.

Additionally, facilities services, offices, and the “Other” category (16.8%) contribute significantly to the diversity of industries in which these professionals are employed.

It is important to note that **some respondents may not have found a category that adequately describes their field of activity**. This could be because their roles span multiple sectors or their work is highly specialised.



Key ideas:

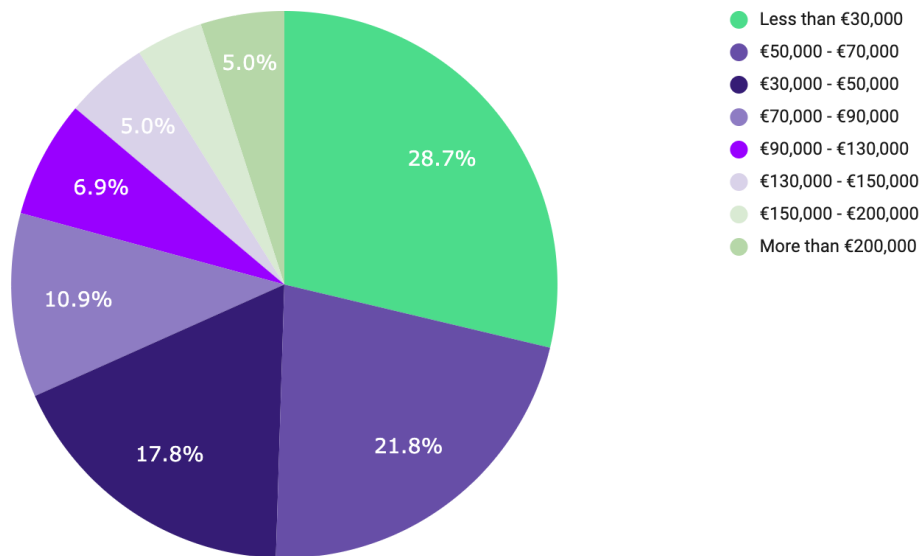
- 19% of the sample has 5 years or less of experience.
- Master’s and bachelor’s degrees are the most common, but so are high school diplomas.
- Mainly working in facility management.

Salary And Benefits

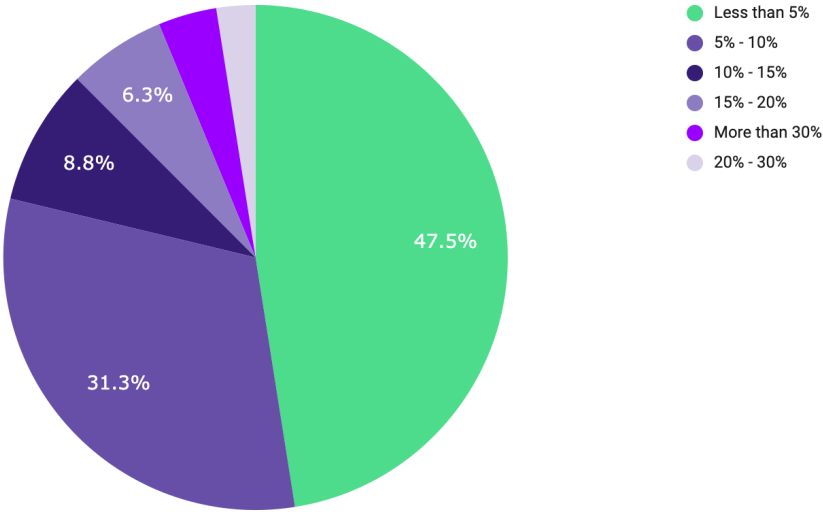
The majority of respondents have a **gross annual salary below €30,000, followed by the group between €50,000 and €70,000**. These two ranges represent half of the total UK sample.

If we compare this data to France, for example, there's a **slight gap** between these realities – the average gross annual salary within the French respondents was placed between €50,000 and €70,000. The UK scenario is more similar to the Spanish one, whereas the Portuguese sample is mainly below 30k.

However, whilst most salaries fall within the lower ranges, it's worth noting that some respondents earn significantly higher incomes, with a portion of them **(4.9%) making more than €200,000 per year**.



On the other hand, 73 respondents (72.3%) indicated they've received an increase or bonus in the past 12 months.



Among the ones who received an increase or bonus in the past year, the majority (47.5%) reported receiving an increase of less than 5%. Other 31.3% received an increase of between 5% and 10%, indicating a substantial portion of professionals was subject to a slight gain in compensation. **The Spanish sample was the one that reported higher bonuses (between 10% and 15%).**

Key ideas:

- The average gross annual salary of UK participants is still below 30k euros.
- >200k salaries constitute around 5% of the sample.
- There is a certain dynamic in terms of remuneration, although significantly high increases are less frequent.

Going beyond the Salary

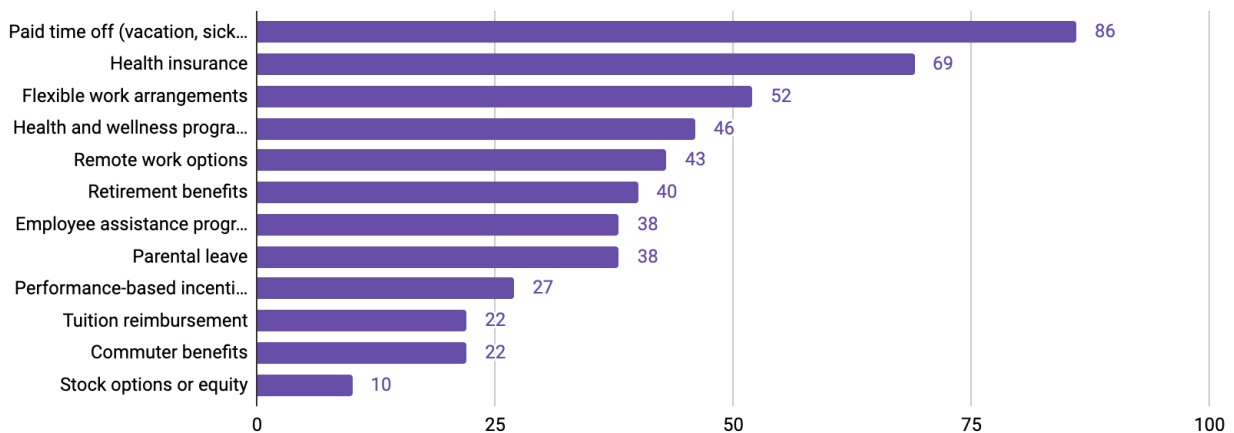
In the post-COVID era, compensation packages have undergone a profound transformation, influenced by the **impact of the pandemic on work-life dynamics**.

The remote approach, which gained prominence during the several lockdowns, has prompted a re-evaluation of traditional office-centric models. Facilities management professionals are focusing more on flexible arrangements, with an emphasis on hybrid models that accommodate remote and in-person work.

In addition, **mental health and wellbeing support is increasingly prioritised**, recognising the challenges posed by extended periods of uncertainty and physical distance; companies are now incorporating initiatives and resources to manage stress, reflecting a greater understanding of the interconnection between employee wellbeing and productivity.

What about the UK? Are we also following this paradigm shift?

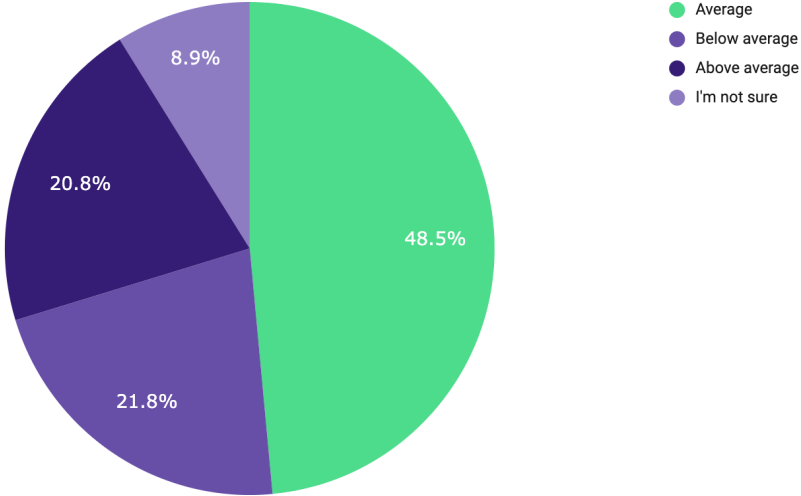
What benefits are included in your current compensation package?



Paid time off (85.1%) and health insurance (68.3%) are the most common benefits pointed out by the respondents, and one can say they constitute standard, basic components of today's compensation packages. But there's more to it, and FM professionals are leaning towards other enhancements: **flexible work arrangements** have been mentioned by 51.5% of the sample, followed by **health and wellness programmes**, with 45.5%.

Additionally, various other advantages such as retirement benefits, performance-based bonuses, parental leave and remote work options were also significantly mentioned.

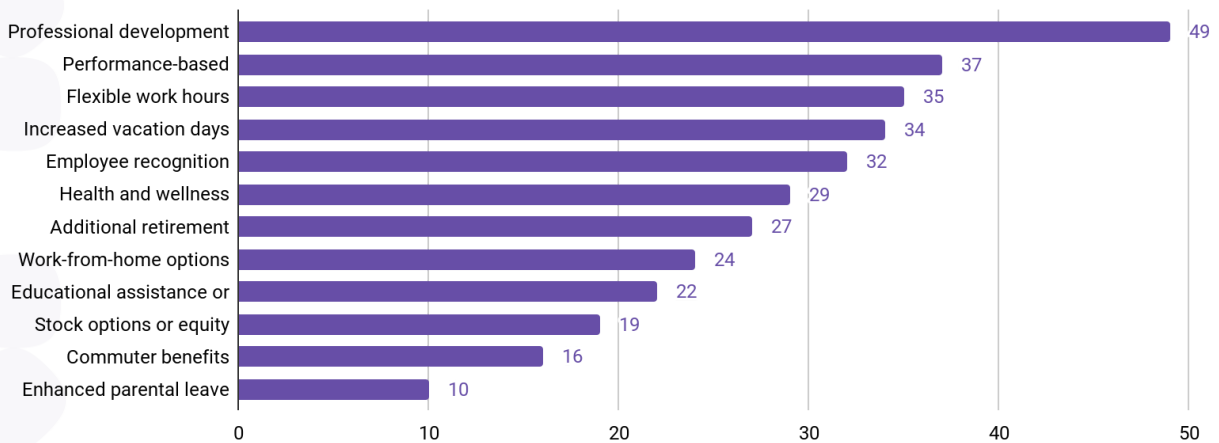
It's worth noting the growing relevance of flexible work arrangements and remote work options, demonstrating the industry's adaptability to changing work trends.



The most common perception, expressed by 48.5% of respondents, is that their compensation is within average, when compared to other companies in their sector or region. On a positive note, **20.8%** believe that their compensation is **above average**, reflecting their contentment with their financial remuneration. In contrast, **21.8%** express that their compensation is **below average**, which highlights a potential concern within this segment regarding the competitiveness of their current packages.

22.8% of the UK sample is **very satisfied** with their current compensation plan (**one of the highest rates** in all the 5 analysed countries) versus 18.8% who are somewhat, or very, dissatisfied.

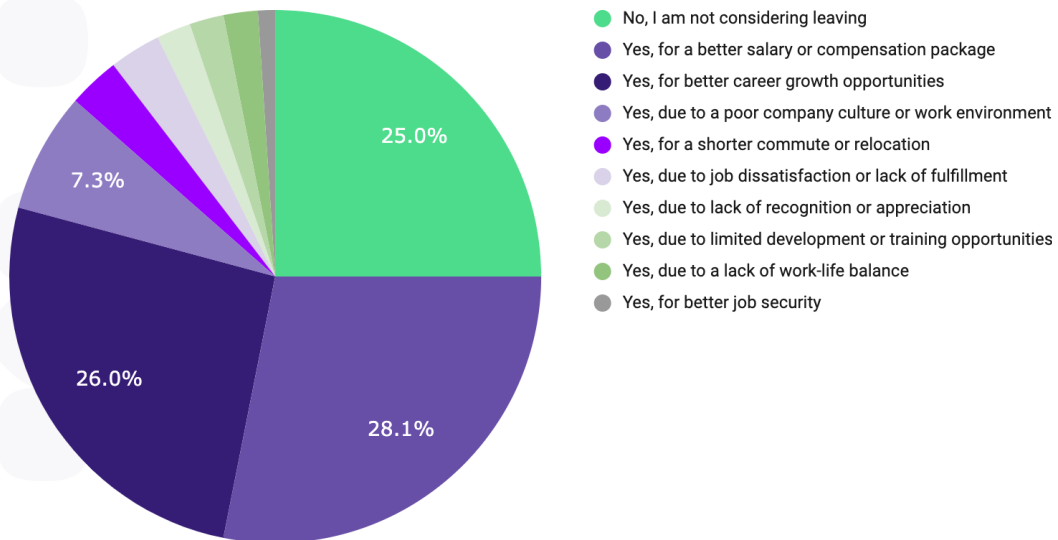
Are there any additional benefits or perks that you would like to see added to your compensation package?



48.5 % of respondents consider professional development opportunities to be of great importance for career advancement, a **common first place in all 5 countries analysed**. A significant proportion (36.6%) is interested in performance-based bonuses and flexible work hours (34.7%).

There are also requests for increased vacation days (33.7%), employee recognition programmes (31.7%) and health and wellness programmes (28.7%), pointing at a **desire for improved work-life balance, flexibility and long-term financial security**. A **4-day week** for the same pay was mentioned as well.

Are you considering leaving your current job in the next 12 months? If so, what is the main reason you wish to leave?



Finally, the majority of respondents (75.2%) are considering leaving their job in the next 12 months — **this is the higher percentage in all European countries analysed**. However, there are several different reasons why some people may consider a job change, with the most common being the search for career growth opportunities and a better salary or benefits package (with 12.8% and 14.7%, respectively).

Other reasons include issues related to company culture, job security or relocation/restructure.

Key ideas:

- UK professionals are overall satisfied, but also increasingly demanding extra-salary benefits.
- Most valued assets are professional recognition, work-life balance, financial security and flexibility.
- There is room for improvement in the communication and transparency of the organisations regarding the benefits offered.

Skills and professional development

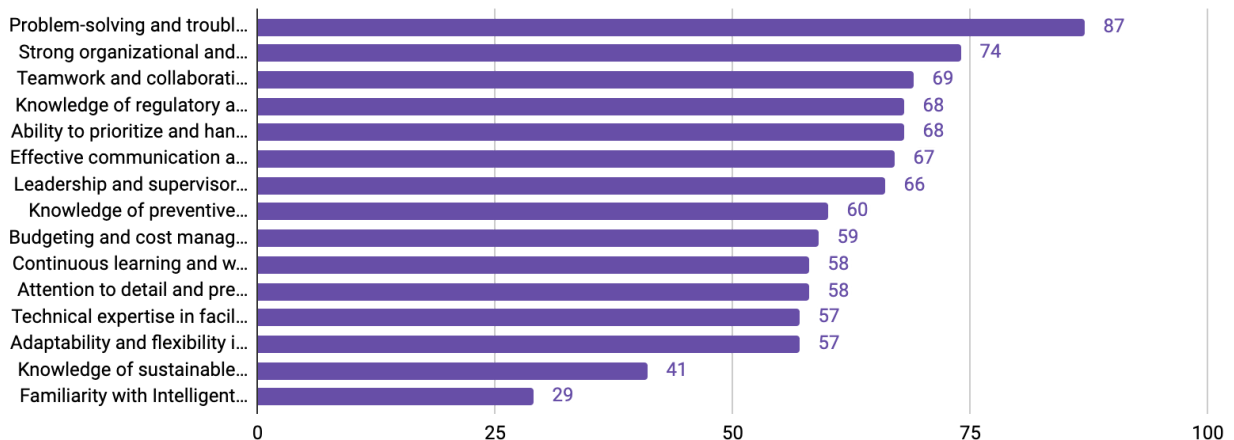
It is undeniable that the key competencies of a maintenance professional have evolved tremendously over the past two decades.

Traditionally, technical and operational skills were paramount, but now a more diverse skill set is required.

With an increased focus on **collaboration**, communication skills have become crucial. Facility managers must engage with diverse stakeholders and **foster positive relationships** within and outside the organisation. Moreover, rapid technological advances and changes in work standards demand a high level of **adaptability**.

Today's professionals must be technologically savvy, flexible, focused on sustainability and have the so-much-needed strategic thinking to effectively address the challenges and opportunities presented by Maintenance 5.0.

What skills do you consider most important for your work in FM and maintenance?



The most mentioned (65 mentions or more):

- Problem-solving and troubleshooting abilities (87 replies)
- Organisational and time management skills (74 replies)
- Teamwork and collaboration skills (69 replies)
- Knowledge of regulatory and compliance standards (68 replies)
- Ability to prioritise and handle multiple tasks (68 replies)

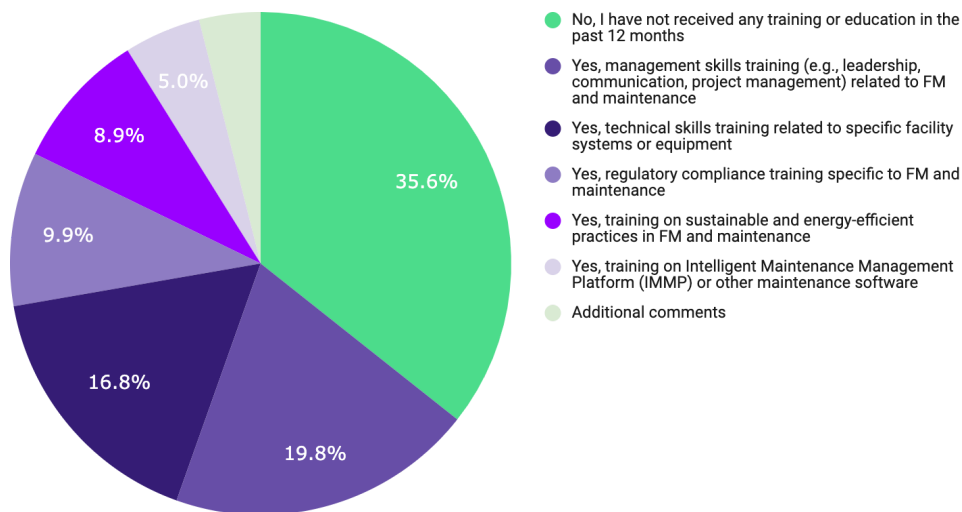
Moderately mentioned (between 45 and 60 mentions):

- Continuous learning and willingness to adapt to new technologies (58 replies)
- Technical expertise in facility systems and equipment (57 replies)
- Attention to detail and precision in work (58 replies)
- Knowledge of preventive maintenance strategies (60 replies)
- Budgeting and cost management abilities (59 replies)

Least mentioned (45 mentions or less):

- Knowledge of sustainable and energy-efficient practices (41 replies)
- **Familiarity with Intelligent Maintenance Management Platforms - IMMP** (29 replies)

Have you received training or education in technical or management skills related to FM and maintenance in the past 12 months? If so, what kind of training or education was it?



Unlike the observed in the overall sample, the majority of UK respondents (65%) **have received some kind of training in technical or management skills** related to FM and maintenance in the last 12 months.

Among those who have so, training in management skills is the most common (19.8%), closely followed by training in technical skills related to specific facility systems or equipment (16.8%) and by regulatory compliance training. **Sustainable and energy-efficient practices** in environmental and maintenance management was also mentioned in 8.9% of the answers. **Intelligent Maintenance Management Platforms (IMMP)** or other maintenance software training had a share of 4.9%.

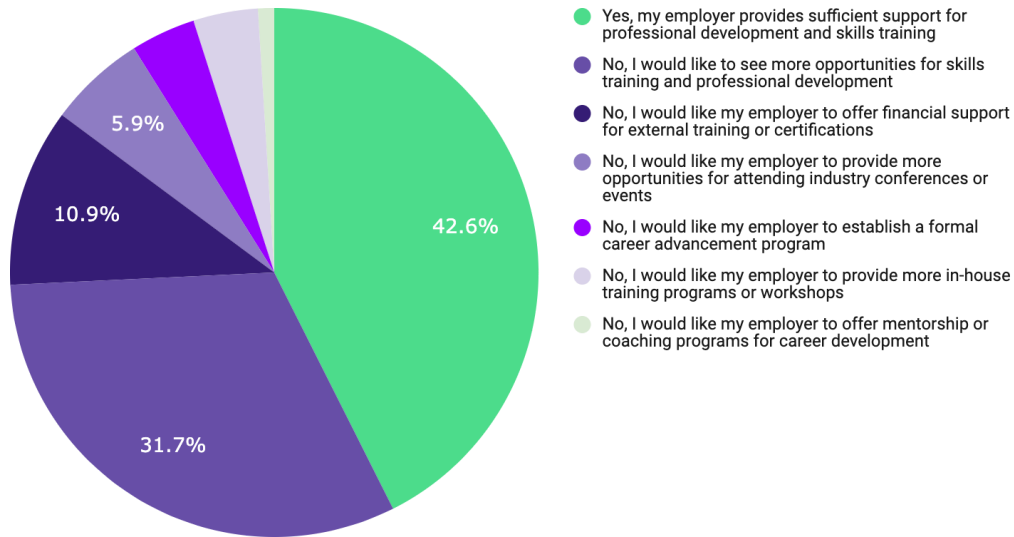
Interestingly, **35.6% of respondents declared that they have not undertaken any training** or education in the last year, demonstrating a potential area for growth and development.

The survey's additional comments reveal that respondents have also engaged in specialised training, such as EASA Part-66 certification, insurance training, the NEBOSH National Certificate in Occupational Health and Safety, and strategies for the roadmap to sustainability and digitisation of maintenance operations.

These results demonstrate a positive commitment among professionals in FM and maintenance to enhance their skills through various training programmes, primarily focusing on management and technical aspects, ensuring they stay current with industry requirements and best practices.

Another interesting piece of information has to do with employee satisfaction with their current career development plan:

Do you feel that your current employer provides adequate support for professional development and skills training? If not, what additional support would you like to see?



57.4% of the UK respondents feel that their current employer does not provide adequate support for professional development and skills training.

Mentoring and career advancement programmes, certifications, financial support for external training or certification, and opportunities to attend industry events are increasingly cited by industry professionals as key initiatives for their development and evolution.

Where do FM professionals think they could do better?

- Finance training
- Technical knowledge
- Health and safety
- IMMP and energy-efficient practices
- Leadership development
- Project management
- Data analytics
- Training in sustainability and ESG
- Industry 4.0 technology and digitisation
- Means for recruiting and retaining talent

Still with regard to management and **leadership** skills, around 95% consider them to be extremely or very important for career advancement.

Finally, the majority of respondents (76.2%) value the importance of face-to-face and online events for professional development in the FM and maintenance industry, **one of the highest rates within the sample**. These events play a significant role in career progression and in keeping up with industry trends.

Key ideas:

- There is a focus on management skills, and in technical and regulatory knowledge.
- The majority of professionals consider the support received from their employer for development and training to be insufficient.
- Industry events, such as the **IFM Summit London**, are gaining importance as a means of skills enhancement, networking and career development.

Which conclusions ?

The data compiled in this FM & Maintenance Salary and Compensation Report tells us many things about the reality of our industry in the UK.

Perhaps the most important is that the sector is currently in a state of transition and growth. On one hand, the presence of young, innovative professionals, helps us to keep walking the path of progress; on the other, the prevalence of higher levels of education indicates a commitment to learning and knowledge. The diversification of roles reflects the adaptation to current trends in the field, and salaries are keeping up with this dynamic.

The main reasons for considering a job change mirror a post-Covid way of looking at our jobs: salary is important, but so it is a solid benefits package that covers recognition, continuous professional development and wellbeing.

FM and maintenance professionals are fully aware of which competencies and areas are crucial to meet all the challenges they keep facing; perhaps there is an opportunity for companies to pay more attention to these areas. Perhaps we should start implementing career development programmes that *fully* cover these areas.

This would improve job satisfaction and talent retention, leading to the most skilled workforce — and to the most capable, vibrant industry — we could ever envision.

There is still much to be done, and hopefully this report can tell us where we should start.

Additional resources: Interviews with industry leaders

When **IFM – Intelligence for Maintenance** decided to carry out this initiative, one thing was clear from the start: the contributions of FM and maintenance professionals from the UK, who are also active members of the Community, were absolutely necessary to understand their experiences and their interest in the Salary and Compensation Report.

We spoke to Ben Yexley, Expert on AI for Communication & Automation at Askporter and to Simon Barlow, an experienced Workplace & Facilities Recruitment Consultant, to whom we would like to thank for their time and for sharing their knowledge.

Here are some of their answers:

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As I'm sure we all witnessed as work slowed down during the pandemic, markets slowed, and the competition to innovate and do things differently grew. Salary benchmarks and fixed salaries/packages became more normal and challenging for the employee to navigate and benefit from.

My personal advice is to make the company's overall aims part of your planned work as an employee. If you as a team/as a department are delivering and improving your service, output, quality or value you make a business decision easier to justify more competitive compensation and benefits.”

– Ben Yexley

“

I strongly believe in sharing knowledge rather than holding onto it. Distributing directly sourced data from a source like this report will contribute to the sector's continuous growth. It will also assist progressive employers in understanding how the wider community compensates their staff and caters to their needs.

Examining how other organisations incentivise their employees may prompt outdated employers to reconsider their hiring strategies and focus on retaining staff. Furthermore, they can explore additional staff benefits beyond just salary that should be implemented.”

– Simon Barlow

We invite you to read these two conversations in full:

- Interview with [Ben Yexley](#)
- Interview with [Simon Barlow](#)

Join Now!

