

CASTLEFIELD RECRUITMENT



Community
Health
Partnerships

Facilities Contracts Performance Manager

Candidate Pack

July 2026

About Us

Community Health Partnerships has three core business areas with communications and digital enablers.

Investment and Finance:

We are a 40% shareholder on all but seven LIFT companies. As a DHSC company we ensure the stewardship of the public interest in these joint ventures through our role as public sector shareholder.

We actively manage our investment in the LIFT companies and provide effective stewardship of the public private partnerships through monitoring, evaluating, and driving value and benefit from the portfolio. As Head Tenant in 308 buildings, we also manage the payments and charges in relation to the leasing and management of the portfolio.

We also have corporate financial performance targets set by the Department of Health and Social Care.

Strategic Business Development:

Our strategic business development team works with Integrated Care Systems to support delivery of Integrated Care Systems' future place-based infrastructure needs, driving the use the LIFT buildings as core assets.

Our in-house estate strategy, optimisation and property expertise is well placed to mobilise quickly to support ICSs to develop and implement their ICS infrastructure strategies. Our people will partner with ICSs advising on how our buildings can respond to changing patterns of health and social care delivery. This includes access to established supply chains and acting as the informed client for NHS partners.

Our Strategic Business Development team also work on national programmes such as the Primary Care Data Gathering Programme and the Primary Care Network Service and Estates Planning toolkit.

Property and Operations:

We inherited the role of Head Tenant from the former NHS Primary Care Trusts in 2013.

Our property and operations function covers health and safety, technical advisory and property developments, who deliver our Capital Programme. They deliver safe, sustainable infrastructure that provides value for money and aims to lead in the adoption of professional standards for the type of facilities managed.

Our property and operations function will:

- Lead the adoption of professional standards where appropriate and ensure the professional approach of our staff to support our stakeholders
- Deliver sustainable infrastructure through our green plan, procurement and head tenant role to drive the adoption of more sustainable facilities
- Provide value for money in the services we procure and deliver, as well as transparency.
- Be properly resourced to meet our responsibilities for our buildings and our customer's expectations



Community Health Partnership Values

At CHP our vision is to be a leader in shaping the care environment for locally based services, and this is underpinned by our core strategic aims of:

- Leading
- Working with partners and customers
- Delivering sustainable infrastructure
- Providing value for money
- Supporting our people

Our values and underpinning behaviors are detailed below:

Commitment

- Do what we say we will do
- Work together

Respect

- Actively listen and feedback
- Treat people with dignity and professionalism

Inclusivity

- Value everyone for who they are
- Be open-minded

Accountability

- Take responsibility of your words, actions, and results
- Lead by example

To be successful in this role you will need to demonstrate a genuine commitment and ability to work in this way.



Job Description

Job Title	Facilities Contracts Performance Manager
Contractual Location	CHP office or Lift Building with regular national travel
Reports to	Commercial Director, Property
Number of Direct Reports	3
Budget Responsibility	Yes
Total Employee Responsibility	7

Main purpose of job

The Facilities Contracts Performance Manager will act as a subject matter expert (SME) within the Contracts Team providing professional and effective contract management advice, guidance and delivery of our corporate contracts. The role is responsible for the performance of our contractors to defined service requirements including Key Performance Indicators (KPIs) and Service Level Agreements (SLAs). A key element of the post is to work closely with the National Facilities Contract Manager to validate and share our performance metrics across the wider business with a view to driving performance, efficiency savings and customer satisfaction. This position will act with a high degree of autonomy engaging with a range of internal / external stakeholders, building, managing and maintaining productive relationships. This role requires commensurate experience and understanding of contract management best practices / procedures and legislative requirements (ideally within a Public Sector environment).

Main responsibilities and accountabilities

People management

- Proactively participate within the Contracts Team and wider Commercial Business Unit
- Effectively manage your team and associated corporate contracts to the relevant expectations and performance metrics driving efficiency savings in line with the annual delivery plans
- Undertake line management responsibilities, including 1-2-1s and appraisal reviews etc, in accordance with CHP policies and procedures
- Work closely with our internal customers (Property, Finance, Digital etc) to ensure service delivery meets customer expectations and agreed financial parameters
- Work closely with the Procurement Team to facilitate contract peer reviews and procurement of new contracts

Job Description

- Participate in regular team, regional and contract review meetings, ensuring actions etc are completed professionally within agreed timescales

Duties

- Provide an exemplar professional service and customer experience through the management of your team and delivery of the corporate performance metrics
- Provide support and absence cover for the National Facilities Contract Manager and (Assistant) Facilities Contract Managers
- Act as an SME providing effective contract management services / advice
- Responsible for complying with CHP's contract management best practices / standards and procurement strategy
- Responsible for delivering, monitoring and reporting on our defined service requirements and the associated KPIs and SLAs
- Review periodic contract performance reports, ensuring they accurately reflect contractor performance / output
- Administer contract management processes with respect to service failures and recovery of Service Credits (deductions)
- Maintain service delivery matrices to ensure they accurately reflect the service requirements throughout the contract terms
- Manage and process Contract Variations to agreed contract management processes
- Coordinate and disseminate within the business our regional and national performance reports, ensuring the data analysis is accurate and reflective of the performance standards
- Ensure the financial management information relating to the contracts is periodically reviewed and accurately reflects the service provisions throughout the contract terms
- Liaise with our Finance Team to ensure that our tenant service charge information is accurate and reflects the current / future service costs for budgeting purposes
- Participate in procurement exercises, ensuring our tender document packs are fit for purpose and suitably reflect our service requirements, performance standards etc
- Participate in tender evaluation panels, ensuring evaluation notes / scores etc are accurately documented in accordance with corporate guidance / expectations
- Attend contract review meetings, ensuring appropriate records (meeting notes, actions, risks, escalations etc) are appropriately documented and periodically reviewed / followed up
- Attend team and regional meetings, providing updates as appropriate / requested

Stakeholder management

- Attend regional meetings as required
- Manage and maintain effective relationships with external supply chain partners
- Represent CHP in contract review meetings
- Attend external forums promoting our aims and values, working collaboratively sharing best practice, identifying innovative solutions / opportunities
- Support structured development of stakeholder's knowledge across our supply chain activities

Job Description

Reporting

- Ensure performance metric data is accurately recorded and disseminated in accordance with team processes
- Lead on the collation and dissemination of our business-wide corporate reporting
- Provide regular updates to agreed formats for wider business dissemination (i.e. regional meetings, peer reviews, option appraisals etc)
- Provide effective financial management reporting against contract / budget spend including ad-hoc services and Contract Variations

Personal Specification

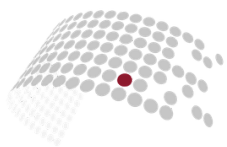
Criteria	Essential	Desirable
Education and qualifications	• Suitable contract management training and / or experience commensurate to the position (i.e. Crown Commercial Services, RICS, College of Contract Management etc)	• Educated to degree level of equivalent • Crown Commercial Services Contract Management Capability Programme • Contract Management Foundation Course
Knowledge and experience	• Experience of working within an effective multi-disciplinary contract management environment • Application of the principles of effective contract management including performance metrics • Effective financial contract spend control in line with budgetary provisions • Effective management of periodic contract reviews • Effective delivery of performance reporting • Demonstration of efficiency savings within supply chain activities • Involvement in tender exercises	• Demonstration of innovation within supply chain activities • Sustainability initiatives within supply chain activities • NHS and / or Public Sector contract management experience • Demonstration of effective escalation management • Effective risk management
Skills and behaviours	• Excellent communicator both verbal and written • Resilience to operate effectively in a changing business environment • Operating within policy and procedural constraints • The ability to analyse and interpret performance metric data • Effective team management and leadership • Effective stakeholder engagement and delivery of customer satisfaction	• Experience of Silver and Gold Standard Crown Commercial Services contracts • The ability to evaluate service delivery options in a written report (i.e. options appraisal)

Employee Benefits

CHP is committed to providing a positive working life for its employees. Below are benefits that we offer to our people:

- £57,000 - £69,000 per year
- 28 days holiday per year (excluding bank holidays)
- Generous pension scheme
- Health cash plan
- Group income protection (subject to T&C's)
- Employee Assistance Programme
- Continuous training for personal & professional development
- Blue Light discount





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Get in Touch

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