

POSITION DESCRIPTION

Position Description:	Contract Manager
Business Unit/Department:	PPP Performance & Contract Management
Division:	Health Support Services
Award/Agreement:	Victorian Public Sector Health & Allied Services Managers & Administrative Workers Enterprise Agreement 2021-2025
Classification:	HS5
Reports To:	Operations Manager – PPP
Direct Reports:	Nil
Date Prepared/Updated:	July 2025

Position Purpose
<p>The State on behalf of the Western Health have entered a Public Private Partnership (PPP) Agreement with Plenary to provide services to the Hospital for a period of 25 years commencing September 2025 for facility management, cleaning services, security and car park management.</p> <p>The role of the Contract Manager is to ensure the terms and conditions of the PPP Contract are met by all parties and that the Service Providers delivers a high standard of care.</p>
Business Unit Overview
<p>The Health Support Services (HSS) provide a range of support services underpinning the direct care delivery to patients and their families and carers by providing high-quality non-clinical services to Western Health. These services include environmental services, communications and administration, mail services, linen and food services, waste management, transport services including non-emergency patient transport and courier transport, retail, and car-parking.</p> <p>The HSS division collaborates across several divisions within Western Health and partners with external services to ensure the provision of Best Care for all members of the community.</p> <p>This makes HSS ideally positioned to oversee PPP consortia delivery of similar services in their operated sites, and that HSS can liaise between all parties with insights and management guidance on performance issues.</p>
Key Responsibilities

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Key responsibilities include (but are not limited to):

On behalf of Western Health (WH) ensure that Plenary deliver on the PPP Project Deed objectives, so that WH is capable of carrying out its principal functions.

- Accurate and timely production of reports
- Monitor Operating Phase Documentation and Service Level Specifications
- Work through Defect and Liability issues
- Approve and monitor requests for Extension of Time (EOT)
- Respond to critical outages/breakdowns and liaise with relevant stakeholders in regards to temporary fixes and rectifications
- Approve planned maintenance activities and liaise with affected parties

To monitor & review monthly performance of Plenary and their sub-contractors against the agreed performance ranges for the KPIs for each service

- Review QFM reports against KPIs
- Review Monthly Project Report
- Project Company performance monitored against Performance Monitoring Program and Key Performance Indicators
- Conduct regular audits to ensure compliance with KPIs in the contract

Advise when key deliverables are not being met or when there is a risk to hospital operations in regards to PPP Contract

- Compliance with policies, procedures, accreditation and statutory requirements
- Ensure that Plenary maintains the States asset and delivers on Service Contracts
- Maintain contract documentation
- Escalation of concerns in a timely proactive manner
- Review critical incidents and put strategies in place where applicable to prevent/reduce reoccurrence

Continue to build strong stakeholder relationships, identifying & mitigating risks to avoid dysfunctional State/WH and/or WH/Plenary/Honeywell/Compass relationships

- Provide leadership & education to staff and stakeholders re PPP contract obligations
- Positive formal feedback
- Meets regularly with key stakeholders
- Identification of risks identified and mitigated

Ensure WH does not inadvertently take back risks allocated to the Private Sector

- Development and review of relevant policies and procedures e.g. equipment procurement, minor works, modifications etc.
- Development of a Contract Administration Manual
- Monitors compliance with policies and procedures
- Change notices/modifications prepared in a timely manner
- Comply with all Western Health policies and procedure

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Operations Manager
- Project Managers
- Health Information Services
- Security Services
- Space Manager
- Engineering Services
- Environmental Services
- Nurse Unit Managers
- Clinical Hospital Coordinators
- Other Health Support Service divisions
- Nursing, medical, clerical, and ancillary staff

External:

- Plenary health
- Honeywell and their sub-contractors
- Compass Group
- VHBA

Selection Criteria
<p>Essential</p> <ul style="list-style-type: none"> • Previous experience & understanding of PPP Contracts • Experience in Contract Management • Ability to build and maintain strong professional relationships • Exceptional organisation skills and a keen eye for detail • Highly developed customer service skills • Demonstrated experience in time management • Effective and professional communication and interpersonal skills • Excellent and concise written and verbal communication skills • Demonstrated ability to multi-task, prioritise duties and adhere to instructions • Excellent computer and keyboard skills • Demonstrated ability to manage, develop and maintain electronic administrative systems • Ability to take initiative and adapt to change • Ability to produce quality documentation including reports, manuals, correspondence, templates and publications • Demonstrated ability to work effectively as part of a team • Demonstrated ability to prioritise and manage under pressure • Ability to work flexible hours <p>Desirable</p> <ul style="list-style-type: none"> • Experience in organisations with many internal and external relationships • Demonstrated commitment to continual professional and personal development • Understanding of health care environments • Qualifications in Business/Health Administration/Construction or related discipline
Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Demonstrate understanding in financial and operational tasks • Comply with Western Health clinical and administrative policies and guidelines • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health • Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information <p>Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines</p> <p>Prior to employment, all employees are required to provide the following:</p> <ul style="list-style-type: none"> • A police / criminal history check • A working with children check (if requested) • An Immunisation Health Clearance • Report any criminal charges or convictions you receive during the course of your employment
General Information

Redeployment to other services or sites within Western Health may be required

- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name:

Employee's Signature:

Date:
