

FACILITIES CONTRACTS & PERFORMANCE MANAGER

Candidate Pack



Colleague Benefits

General

- 27 days annual leave entitlement, increasing with length of service, plus 8 bank holidays
- Flexible working policies
- Generous maternity pay and 2 weeks full pay paternity leave
- Colleague recognition scheme and long service awards
- Greener travel initiative, including cycle to work scheme and lift share
- Childcare information and support available, including onsite nurseries
- Discounted bus passes with Arriva

Financial

- Access to various local and national discounts via various external websites
- Salary sacrifice schemes
- Generous pension scheme
- Access to a financial support booklet
- Pre-retirement courses
- Free Will writing service
- Savings and Loan schemes

Learning and Development

- Coaching and Mentoring
- Leadership Academy – leadership and management training for all staff
- Access to E-Learning courses
- Apprenticeships – growing number of apprenticeship opportunities across all disciplines
- Secondment and acting up opportunities
- Support to complete qualifications whilst on the job

Wellbeing

- Coaching
- Mental Health First Aiders
- Chaplaincy
- Fast track physiotherapy service
- Free eye test vouchers
- Slimming World referral scheme
- Cervical screening service
- Long Covid support
- Access to wellbeing/rest rooms
- Menopause support
- Men's Health forms and MOT
- Discounts with local gyms



Poppy's Promise

Poppy's Promise is a compassionate care initiative introduced within this Trust to enhance communication, respect and empathy across every aspect of patient care.

The initiative was founded by Katie Russell, following the loss of her daughter Poppy, who tragically died at just twelve hours old due to failures in care and communication. Born from that experience, Poppy's Promise serves as a powerful reminder that while clinical skill saves lives, it is compassion, listening and respect that define the quality of care and human connection. By embedding this promise across our organisation, we ensure that no patient or family ever feels unseen, unheard, or uncared for.

Poppy's Promise is a five-stage framework that supports NHS staff to provide compassionate, consistent and patient-centred care. It aims to create a culture where empathy and communication are prioritised at every level – from education and recruitment to daily patient interactions.

At the heart of the initiative lies the C.A.R.E. framework, which outlines four guiding principles for staff to follow. The CARE principles form the foundation of Poppy's Promise. They describe the behaviours, attitudes and values that underpin every interaction – between staff and patients, staff and families, and colleagues with one another.

CARE is not an additional task. It is how care is delivered.

C.A.R.E. Meaning and Practice

Compassion - Demonstrate genuine kindness, empathy and humanity in every interaction. Compassion means recognising the emotional as well as the physical needs of patients, families and colleagues, and responding with care, patience and understanding. Small acts of compassion can have a lasting impact.

Acknowledge - Actively listen and be fully present. Use eye contact, names and open body language, and acknowledge the individual's feelings, concerns and lived experience. Every person should feel seen, heard and taken seriously.

Respect - Treat everyone with dignity, honesty and fairness at all times. Respect individual differences, personal circumstances and lived experience. Trust is built through respectful behaviour, consistency and integrity.

Empower - Enable people to be active participants in their care and work. Communicate clearly, encourage questions and shared decision-making, and ensure patients, families and colleagues feel informed, confident and included. Poppy's Promise is more than a framework – it represents a cultural shift towards human-centred care. By adopting these principles, we:

- Strengthen trust and communication between staff and patients
- Reduce avoidable harm through better understanding and listening
- Improve patient experience and staff wellbeing
- Foster a culture of openness, empathy and shared responsibility

Every member of staff has a role to play in bringing Poppy's Promise to life. Whether you are clinical, administrative or support staff, compassion and communication are part of everyone's role.

In daily practice, you can:

- Take a moment before entering a patient's space – centre yourself, focus on the person, not the task
- Use clear, respectful and kind language
- Listen without interruption and acknowledge emotions expressed
- Be honest and transparent, even when conversations are difficult
- Reflect after interactions – consider how your approach made the patient or family feel

All staff within the Trust are expected to:

- Uphold the values of Poppy's Promise in all patient and colleague interactions
- Attend any training, workshops or refreshers provided as part of the initiative
- Support colleagues in modelling compassionate behaviours
- Raise concerns constructively when communication or respect fall short
- Reflect these principles in both professional and personal conduct within the workplace

Together, we can make every interaction an opportunity to care, listen and make a difference.

That is Poppy's Promise.

Job Summary

This summary has been generated using AI to provide a clear and accessible overview of the role. It is intended to support candidates who may find the full job description harder to read, such as those who are neurodiverse, have learning disabilities or lower literacy levels. Our goal is to make the application process more accessible and inclusive for everyone.

- This role helps lead and improve Facilities services across the Trust, making sure they are safe, effective and provide good value for money.
- The post holder manages contracts, monitors performance and takes action when standards are not met.
- They use data, reports and performance information to support decision-making, drive improvements and help achieve Trust objectives.
- The role leads and supports teams responsible for administration, cleanliness monitoring and staff accommodation services.
- The post holder works closely with colleagues across the Trust to manage budgets, reduce risks, improve services and ensure compliance with policies and procedures.
- They also support the Head of Facilities, represent the department at meetings and will deputise in their absence when required.

Job Description

Job title:	Facilities Contracts & Performance Manager
Grade:	Band 8a
Site:	The Royal Shrewsbury Hospital
Accountable to:	Head of Facilities
DBS required:	No

Job Purpose

The post holder is responsible for managing the performance and contract activities of the Directorate to ensure delivery of its strategic and operational objectives in line with Facilities objectives and business plan as well as Trust objectives and key performance indicators.

The post holder will work closely with the Head of Facilities to ensure efficient and effective management of all resources in order to deliver safe, high quality and effective service to the Trust and its patients in an environment of continuous improvement.

The postholder is responsible for managing all Facilities external contracts and monitoring against agreed performance indicators putting remedial action in place when necessary. To hold quarterly review meetings with all Contractors.

The post holder is required to deputise in the absence of the Head of Facilities

The post involves significant data analysis and report writing.

The post holder is responsible for ensuring that there are appropriate governance arrangements in place across Facilities and oversee performance in all departments, i.e. HR KPIs, Financial Performance, Departmental KPIs and compliance to procedures challenging and supporting areas where non-compliance is identified to rectify accordingly.

The post holder will also–

- Lead the Cleanliness Monitoring Team and be responsible for developing a robust, monthly joint cleanliness monitoring programme across the Trust liaising with Cleanliness Management, Senior Nursing and Estates Teams to encourage improvements in cleanliness standards. Collating and producing monthly statistics/reports to IPC Committee, Exemplar Ward programme etc. and providing data to external agencies such as CQC as part of their inspection programme.
- Lead and manage the Administration Team ensuring resources are used effectively and the operational functions within Facilities receive the required level of admin support and that the team have the knowledge, skills and abilities to fulfil their duties.
- Lead and manage the Residential Accommodation function ensuring that the team effectively manage the allocation of residential rooms to Doctors in training, Locum Doctors and on-call staff in line with agreed objectives. Ensuring accommodation is available as required as well as meeting appropriate standards of cleanliness, repair and environment.
- Lead the Patient Led Assessment of the Care Environment (PLACE) programme, liaising with patient representatives, submitting returns and providing reports to Trust Board, PACE Group, PLACE Group and other forums as required.

Main Duties and Responsibilities

Leadership

- To support the Head of Facilities in defining the strategic direction for Facilities.
- To develop and implement long term strategies to ensure the sustainability of Facilities.
- To act as ambassador for Facilities and to demonstrate through personal behaviours the core values of the Trust.
- To develop an appropriate managerial and professional infrastructure to enable the delivery of high-quality services within Facilities and to the Trust.
- To ensure a regular visible presence within all areas of the Directorate in order to provide appropriate leadership.
- To be an active member of the Facilities Senior Management Meetings including acting as Chair.
- To produce business reports for Facilities, corporate and external agencies as required.
- To lead the Administration and the Cleanliness Monitoring Teams to ensure that the work that is required of the teams is effective and of a high standard.

Business Planning

- To produce the Business Plan and then, with the Head of Facilities, lead in formulating and implementing the Facilities Business Plan, ensuring the active involvement of all professional staff in business planning and service development.
- To ensure that business plans are affordable, deliverable and consistent with Trust strategy, reflecting corporate and national policy and best practice and taking account of the views of all stakeholders.
- To support the development of workforce transformation strategies and plans that reflect the changing needs of the service. To support the development of new roles that meet Facilities vision of delivering high quality services to patients, visitors and staff.
- To develop and refresh the Facilities annual workforce plan, ensuring the availability of appropriate skills and affordability in conjunction with professional leads and evolving requirements.

- To develop and progress robust business cases that support the development and growth of Facilities and the high-quality service it strives to deliver.
- To collect data via a range of IT systems and use complex data analysis, i.e. Model Hospital data, Estates Reporting Information Centre (ERIC) data, Patient Led Assessment of the Care Environment (PLACE) data, Financial and other Trust data, to support decisions and comparison of a range of options.
- To lead effective change in area of responsibility using innovation and solution focussed approaches in order to improve services.
- To ensure value for money and greater efficiency in the use of budgets to ensure that Facilities operates in financial balance.
- Leading and monitoring Facilities Waste Reduction Programme to deliver savings in line with Trust Targets. This involves producing Project Initiation Documents (PIDs), Quality Impact Assessments (QIAs) and financial trackers for recording progress as well as systems to validate savings for schemes identified and attending senior meetings to discuss progress and address areas of concern.
- To support quality and service improvement within Facilities and work with other Centres to ensure effective service and use of all Trust resources.

Service Delivery

- Accountable for key performance targets across Facilities.
- To develop and implement performance management systems to support delivery of Facilities objectives.
- To manage Facilities contracts and monitor against agreed performance indicators putting remedial action in place when necessary. To hold quarterly review meetings with Contractors.
- To have operational responsibility for the effective management of the business activities of the Directorate and the Administrative Team.
- To lead and manage the Cleanliness Monitoring Team and be responsible for delivering the Joint Cleanliness Monitoring programme across the Trust
- To manage the accommodation function ensuring the allocation of residential rooms to Doctors in training ensuring accommodation is available as required

as well as meeting appropriate standards of cleanliness, repair and environment.

- Through the analysis and interpretation of a wide range of complex information, to continuously monitor the operational and financial performance of Facilities, prepare and present options for improvement and ensure that corrective action is taken promptly when progress against plan is not as expected.
- To ensure that all information relating to the activity of Facilities is recorded accurately and in a timely manner to enable performance to be continuously monitored.
- To work closely with colleagues in the Procurement, Finance and HR functions to ensure that relevant and accurate information regarding Facilities activity and performance is available.
- To complete the annual ERIC return for Facilities interpreting the data definitions and ensuring that the appropriate costs and WTE are included within the correct functions making adjustments as necessary.
- To lead the Patient Led Assessment of the Care Environment (PLACE) programme, liaising with patient representatives, submitting returns and providing reports to Trust Board, PACE Group, PLACE Group and other forums as required.

Governance and Risk

- To ensure that systems are in place to monitor and manage risk in relation to safety, compliance with health service legislation, other statutory requirements and NHS policy in an environment which presents significant risk.
- To manage Facilities Risk Register driving forward action to reduce risks.
- To ensure that remedial action is taken promptly where unacceptable risks are identified.
- To ensure that business risks are identified on Facilities risk register.

Workforce

- To directly and effectively manage staff within area of responsibility, including recruitment, induction, appraisal, disciplinary, grievance and sickness management.

- To ensure the effective performance of all staff within the area of responsibility, including having in place systems for regular appraisals and the formulation of Personal Development Plans as well as ensuring they all have clear roles and objectives.
- To promote a culture of learning and continuous improvement, ensuring sufficient capacity and capability of individuals to enable them to deliver high quality care and contribute to service transformation coaching and mentoring as required.
- To analyse and interpret staff satisfaction survey results and monitor key performance indicators in relation to workforce and support strategies for improvement.
- Lead the Team to work effectively and collaboratively.
- To establish and operate effective systems for staff involvement, engagement and communications within Facilities and to support wider across the Trust as a whole.
- To communicate highly complex and sometimes highly contentious information to large groups in a manner that is understandable and likely to achieve engagement.
- To ensure compliance with Health and Safety legislation, policies and procedures within the Directorate.
- To act as Commissioning Manager, Investigation Officer and Chair of Hearing Panels for incidents within Facilities Directorate as required and also act as Investigation Officer for incidents in other Departments as requested.

Finance

- To have overall operational responsibility for the budget within the area of responsibility, ensuring that services are delivered within agreed financial plans and budgets, including any agreed cost efficiency improvements.
- To support and co-ordinate budget negotiations to agree Facilities annual budget and to devolve this to department level.
- To work with Finance Colleagues to develop the Service Line Reporting (SLR) systems.

- To ensure that Facilities assets and resources are used efficiently and economically.
- To ensure efficiency and cost improvement initiatives and plans are achieved.
- To be responsible for taking corrective action in a timely manner where it becomes apparent that progress against plan is not as expected.
- To develop long term strategies to ensure the financial sustainability of Facilities.
- To ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions, ensuring that all individuals within the Directorate with responsibility for financial resources understand their obligations.
- To develop and drive forward the Directorate capital equipment programme and compile business cases for capital funding as required.

Representing Facilities and the Trust

- To foster good working relationships with colleagues within Facilities and other Departments within the Trust.
- To represent Facilities within the Trust and externally as required.
- To network with other Trusts to identify and share areas of good practice.
- To deputise for the Head of Facilities as required.
- To demonstrate political sensitivity and effective relationship building.

Special projects

- To undertake special projects as required within Facilities.
- To support other Divisions as required in delivering on projects.
- To co-ordinate Freedom of information requests and Complaints for Facilities.

Range of Authority

The post holder is responsible for the day to day management of services as outlined on the organisation chart and operational responsibility for the following:-

- Directorate departmental budgets of £50,000
- Authorised signatory with a personal limit of £5,000

- Management of staff areas of approximately 10 staff.

The post holder will make a significant contribution to all major decisions affecting Facilities such as budgetary management, business planning and risk management. The post holder is guided by corporate and national policies but in most situations will need to establish the way these should be interpreted. S/he will also be required to analyse and compare a range of complex and conflicting information to support the decision-making process.

Examples of areas in which the post holder is expected to act autonomously or with only occasional reference with their line manager prior to action include:

- Initiating action to correct performance issues.
- Proactive (strategic) business planning and implementation
- Monitor performance

Examples of issues that the post holder is required to discuss with their line manager prior to action include:

- Sign-off of contracts and budgets.
- Approval of business cases

Equipment and Systems

- To use normal office equipment.
- To use a wide range of electronic information systems and tools to support operational and business functions.

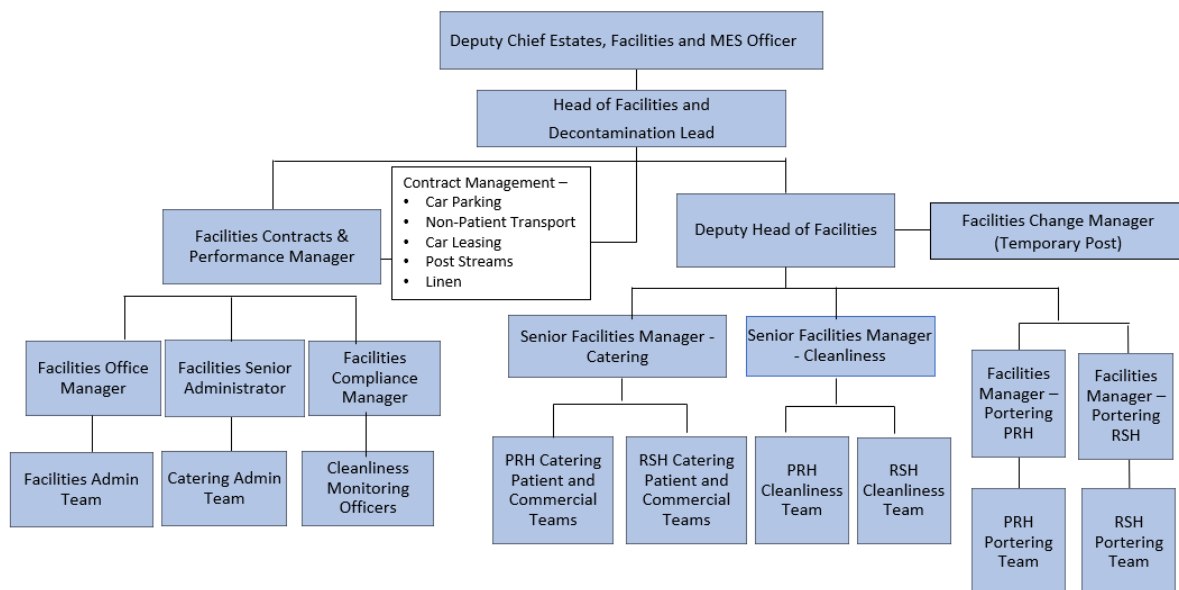
Physical, Mental and Emotional Demands of the Post

- To analyse and interpret a range of complex information on a regular basis in order to understand the Directorate's operational and financial performance and to prepare and present options for improvement.
- To present to large groups and senior managers as required.
- To handle emotive and challenging situations, using influential negotiating and motivational skills to achieve desired outcomes.
- To cope with frequent interruptions whilst in periods of concentration.
- Exposure to distressing and emotional circumstances including disciplinary / grievance and dealing with difficult service users.

Working Conditions

- To maintain a presence within the patient environment when working on patient environment issues.
- To work in normal office conditions, including regular VDU work.
- To travel regularly between all Trust sites.

Organisation Chart



Person Specification

	Essential	Desirable
Qualifications	- Degree level education in finance or business-related subject or equivalent professional qualification or equivalent experience - Management qualification or equivalent experience - Evidence of a commitment to continuous professional development	Health and Safety Qualification
Experience	- Experience of working at a senior management or professional level - Significant experience of finance and data analysis - Experience of business strategy and planning - Experience of leading and implementing service improvement including complex change management programmes - Experience of managing risk - Successful management of significant budget - Experience of partnership working	Track record of achieving service targets
Knowledge and skills	- Strong leadership skills - Advanced decision-making skills - Knowledge of business and financial regimes - Ability to manage significant risk - Ability to manage a budget - Ability to analyse complex and sometimes conflicting information in order to resolve issues	- Ability to manage complex change projects - Understanding of wider health and social care economy - Experience of using benchmarking to monitor

	• Experience of managing contracts • Knowledge of quality improvement tools and methodology • Ability to deal with performance issues • Excellent communication skills – oral and written • Ability to understand a broad range of complex information quickly and make decisions where opinions differ • Ability to work without supervision	• performance and drive improvement • Good overall knowledge of all of Facilities Services, i.e. Logistics, Catering, Cleanliness
Other	• Self-motivated with a flexible approach to workload • Ability to travel across the health community as required	

General conditions

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work;
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to;
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself;
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff;
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development;
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential and sensitive nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct;
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates;
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

NHS Sexual Safety Charter

The Trust is committed to ensuring that all employees work in an environment that is safe, inclusive, and free from sexual misconduct, harassment, and discrimination. As a signatory to the NHS Sexual Safety Charter, the Trust upholds a zero-tolerance approach to sexual harassment and supports anyone affected by inappropriate behaviour. In accordance with the Workers Protection (Amendment of Equality Act 2010) Act 2023, the Trust has a statutory duty to take reasonable steps to prevent sexual harassment of its employees. All staff, are required to treat others with dignity

and respect at all times and to cooperate with Trust policies, procedures and training designed to maintain a culture of safety, professionalism, and mutual respect.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Shrewsbury and Telford Hospital NHS Trust aims to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

To support this, we have developed the SaTH Improvement Method, a structured approach to change that provides practical tools and techniques to help you understand what success looks like with clear aims, enables you to measure progress and plan meaningful improvements.

You won't be doing this alone. Whether you're new to improvement or already leading change, the Improvement Hub is here to guide you with expert advice, hands-on support, and a wide range of training opportunities to help you grow and thrive throughout your time at SaTH whilst making improvements in your area of work. Join us in shaping a culture of continuous improvement, where every colleague is supported to make a difference.

Equal opportunities and diversity

The Shrewsbury and Telford Hospital NHS Trust is an Equal Opportunities Employer, fully committed to fostering an inclusive workplace where all staff feel valued and able to thrive. We believe that a diverse workforce, reflective of our community, is essential for delivering the best patient care.

We will not discriminate against any job applicant or colleague based on any protected characteristic, including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including colour, nationality, ethnic or national origin), religion or belief, sex, or sexual orientation. Selection for appointment, training, development, and promotion will be based purely on merit and the individual's ability to meet the role requirements.

As a post-holder, you have a personal responsibility to uphold the Trust's commitment to equality by treating all colleagues and patients with respect and

dignity. You must actively support measures introduced to ensure equality of opportunity and will not discriminate, harass, or bully others, or condone such behaviour.

