Position Description

Position Title	Contracts Performance Manager
Classification & Salary Range	Grade 5 Managers and Administrative Workers
Agreement Name	The Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2025-2027
Position Reports To	Contracts & Tenders Senior Manager
Last Updated	9/11/2026

Position Purpose

The Contract Performance Manager is responsible for the active commercial and performance management of Eastern Health's highest-value, highest-risk and most strategically important contracts. Reporting to the Contracts and Tenders Senior Manager, the role provides dedicated specialist capability for Tier 1 contracts under Eastern Health's tiered contract management model. It may also provide assurance for Tier 2 contracts managed by dedicated owners within EH functions.

The Contract Performance Manager works with in partnership with business owners, clinical and operational leaders, Finance, Legal, ICT, Privacy and other control functions to establish robust contract management plans, clarify accountabilities, monitor supplier performance and cost, and manage formal governance throughout the contract lifecycle. The role requires maintaining a visible presence across Eastern Health's major sites, fostering strong stakeholder relationships and developing subject matter expertise in operational environments to support effective contract performance management. The role is responsible for reducing value leakage, improving supplier performance, strengthening commercial and continuity risk management, and returning capacity to operational contract owners.

The position complements, rather than replaces, the accountability of business owners for requirements, funding and day-to-day service delivery. It provides central commercial leadership and disciplined contract governance for the contracts assigned to it.

Major Duties and Responsibilities

1. Tier 1 contract portfolio management

- Own and actively manage an assigned portfolio of Eastern Health Tier 1 contracts, prioritised according to value, risk, complexity, criticality and organisational impact.

- Develop, implement and maintain fit-for-purpose contract management plans covering obligations, deliverables, performance measures, governance, risk, financial controls, reporting, variations, extensions, disputes and exit or transition requirements.
- Establish an annual governance and review calendar for each assigned contract and ensure agreed actions are tracked to completion.
- Maintain complete, accurate and current contract records and artefacts in Eastern Health systems and registers.

2. Pre-establishment and transition to contract

- For assigned contracts, engage with business owners and SMEs throughout approach-to-market activities to provide contract management expertise, support requirements development and evaluation processes, and ensure contract performance, governance and risk management considerations are embedded prior to contract commencement.
- For assigned contracts, support the finalisation of procurement briefs and sourcing strategies, negotiate contractual and commercial terms, and coordinate required internal reviews and approvals.
- Translate executed contract terms into practical implementation plans, contract management plans, obligation registers, performance scorecards and governance arrangements.
- Coordinate transition-in and transition-out activities with business owners and suppliers, including handover of key obligations, risks, pricing, service levels and escalation pathways.

3. Supplier performance and relationship management

- Establish and facilitate structured supplier performance meetings at the frequency required by the contract management plan.
- Develop and monitor meaningful KPIs, SLAs, milestones, service credits, improvement actions and other performance mechanisms contained in the contract.
- Work with suppliers and internal stakeholders to address underperformance, identify root causes, agree corrective actions and escalate material issues.
- Lead strategic supplier discussions that identify innovation, service improvement, waste reduction, sustainability and additional value opportunities while preserving probity and commercial discipline.

4. Commercial, financial and value management

- Monitor contract expenditure, pricing, indexation, rebates, credits, volume commitments and other commercial mechanisms to confirm that Eastern Health receives the value agreed in the contract.
- Assess and coordinate contract variations, extensions, renewals and pricing reviews, including preparation of commercial analysis, recommendations and approval documentation.

- Identify and address value leakage, off-contract expenditure, unclaimed entitlements and non-compliance with contracted terms.
- Partner with Finance, analytics and business owners to establish baselines and track realised financial and non-financial benefits from assigned contracts.

5. Risk, continuity and formal contract governance

- Maintain a current view of commercial, operational, supplier, continuity, compliance and contractual risks for each assigned contract, with clear owners and treatments.
- Lead the commercial management of disputes, breaches, remediation plans and formal notices in consultation with the Contracts and Tenders Senior Manager, Legal and relevant executives.
- Ensure critical contract dates, insurance, licences, securities, warranties, extensions and expiry decisions are actively monitored and addressed before deadlines.
- Support continuity and contingency planning for critical goods and services, including supplier dependency and transition risks.

6. Stakeholder partnership and capability

- Build trusted working relationships with clinical and operational contract owners while maintaining clear boundaries between commercial governance and day-to-day service management.
- Provide practical advice to stakeholders on contract interpretation, supplier performance, escalation, governance and commercial decision-making.
- Coach contract owners and contributors in the use of Eastern Health contract management tools, templates and expected practices.
- Work closely with the Contracts and Tenders Officer and other Supply Chain roles to ensure efficient administration, consistent documentation and coordinated support.

7. Reporting, systems and continuous improvement

- Provide concise, decision-focused reporting on portfolio performance, value, risk, compliance, expiry and key actions for management, Executive and Board reporting processes.
- Use available contract, spend and supplier data to identify trends, exceptions and priorities, and improve the quality of contract performance decisions.
- Contribute to the design and continuous improvement of Eastern Health's tiered contract management framework, scorecards, templates, systems and reporting.
- Promote technology adoption, data quality, process efficiency and consistent ways of working across contract management activities.

Key Selection Criteria

Essential

- Demonstrated experience managing high-value, high-risk or complex commercial contracts across the contract lifecycle.
- Proven experience in supplier performance management, including the development and monitoring of KPIs, SLAs, governance forums and corrective action plans.
- Strong commercial acumen, including contract interpretation, financial and pricing analysis, negotiation, value optimisation and management of variations and extensions.
- Demonstrated ability to identify, assess and manage commercial, operational, continuity and contractual risks.
- Experience preparing and maintaining contract management plans, obligation registers, performance scorecards, risk records and decision-quality reports.
- Proven ability to lead difficult supplier conversations, resolve performance issues and manage disputes professionally and objectively.
- Highly developed stakeholder engagement and influencing skills, including working with senior leaders, clinical and operational stakeholders and cross-functional specialists.
- Strong analytical and problem-solving capability, with the ability to convert contract, supplier and spend data into clear actions and recommendations.
- Demonstrated commitment to probity, accountability, ethical procurement, compliance and accurate record keeping.
- Ability to manage a portfolio autonomously, balance competing priorities and deliver to critical commercial deadlines.
- High standard of written and verbal communication, including concise briefings, governance papers, performance reports and supplier correspondence.
- Relevant tertiary qualification in procurement, supply chain, commerce, law, business or a related discipline, or equivalent practical experience

Desirable

- Professional certification in procurement or contract management, such as CIPS/MCIPS, World Commerce & Contracting, or equivalent.
- Experience in a Victorian public health service, government procurement environment or other complex regulated organisation.

- Knowledge of HealthShare Victoria contracting arrangements and Victorian Government procurement requirements.
- Experience with contract lifecycle management, procurement or ERP systems, and advanced use of Microsoft Excel and Power BI.
- Experience implementing tiered contract management, supplier relationship management or contract performance improvement frameworks.
- Experience demonstrating financial savings, avoided costs, value creation or service improvement through active contract management.
- Practical experience leading approach-to-market engagements, including Tenders, RFQs and RFPs, with a thorough understanding of government procurement legislation, probity principles, evaluation methodologies and contract establishment requirements.

Qualifications

Relevant tertiary qualification in procurement, supply chain, commerce, law, business or a related discipline, or equivalent practical experience.

Eastern Health's Promise

Our promise to our communities, patients, consumers and staff is that we will be HEALTHIER TOGETHER. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future. Read more about Eastern Health's strategic goals here.

Our Commitment to Diversity, Equity and Inclusion

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and Torres Strait Islander people, people from the LGBTIQA+ community, people living with disability and those from a culturally and linguistically diverse background are strongly encouraged to apply.

For more information, please click here.

Aboriginal and Torres Strait Islander Candidates

Eastern Health's First Nations Employment Plan 2026 – 2028 was released in July 2026. With a strong focus on cultural safety and belonging, actions included in the Employment Plan provide practical support for all Aboriginal and Torres Strait Islander people.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. For support, please contact our Aboriginal Employment Coordinator, Aboriginal.Workforce@easternhealth.org.au

Important Information

All new and existing employees are committed to the following to uphold Eastern Health's Promise and Values:

- Uphold confidentiality as per the Privacy Act 2000 and the Health Records Act 2001
- Comply with Eastern Health code of conduct and Policy and Procedures
- Comply with Eastern Health performance standards and industry professional standards
- Participate in continuous monitoring an improvement
- Comply with legislation and accreditation standards
- Ensure service and care are consistent with the Eastern Health approach to patient and family centred care
- Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. For more information, please click here.

Occupational Health and Safety, Quality and Improvement

Eastern Health is committed to providing and maintaining a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, particularly those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

Eastern Health employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position.

For more information about Quality and Safety please click here and for Staff Wellbeing please click here.

Final Note

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against influenza prior to commencing employment.

Application Support

If you need support or adjustments during the application or recruitment process, please contact the hiring manager or our Talent Acquisition team on (03) 9955 7555 (option 1). For current employees please select option 2.

Candidate Statement

I _____ have read, understood and accepted the above position description and associated attachments.

Signed: _____ Date: _____