

Performance Manager
LINK Team – Tri-Borough Facilities Management

Job Outline

This is a Client-side Management role; the Team are required to manage the Total Facilities Management (TFM) Contractor and to hold them to account for the provision of the TFM Contract.

This specific role is responsible for the

- Monitoring and managing the TFM Supplier's performance in line with the Contractual performance indicators
- Reporting of performance information to the different stakeholders
- Application of the rewards and penalties associated with the Performance Management System
- Working with the TFM Supplier to drive up Contract performance
- Providing written evaluations and reports for use in governance meetings, and the relevant Strategic and Operational Boards on supplier compliance, performance and quality.

Staff Directly Managed: 3

Budgetary Responsibility: £tbc