



**QE Facilities**  
*Professional, Proud and Passionate*

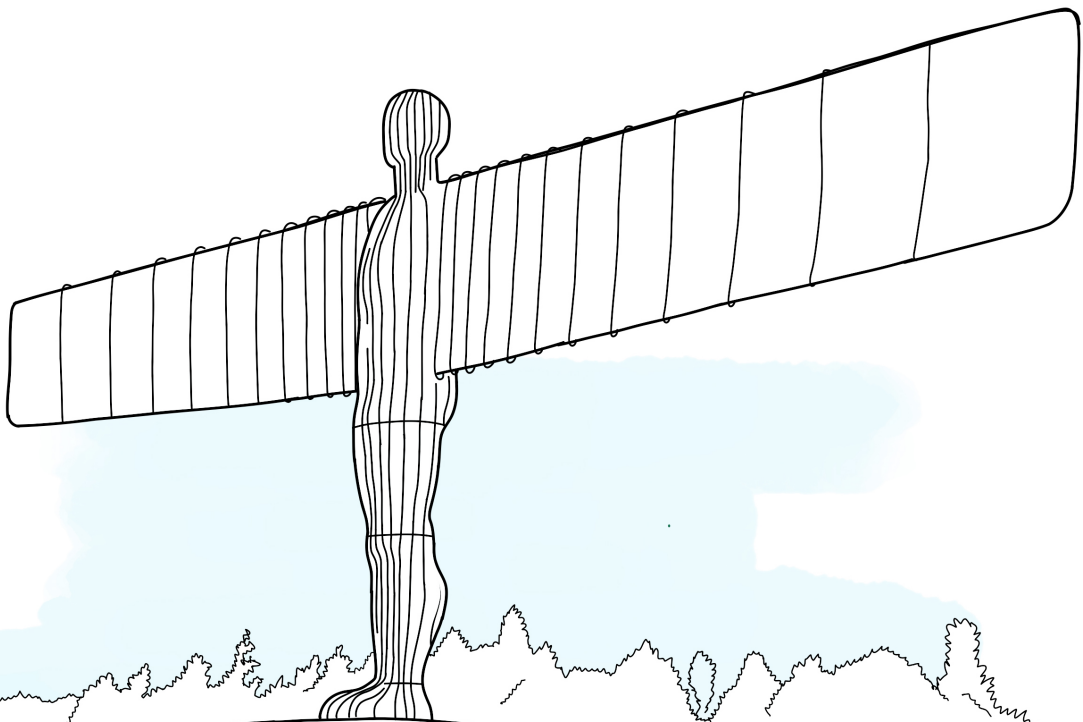
**COMMERCIAL DIRECTOR**  
**CANDIDATE PACK**



## COMMERCIAL DIRECTOR CANDIDATE PACK

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## INTRODUCTION FROM GAVIN EVANS, MANAGING DIRECTOR



I would first like to thank you for taking an interest in the role of Commercial Director here at QE Facilities.

Part of the Gateshead Health NHS Foundation Trust Group QE Facilities was formed in 2014 as

a Wholly Owned Subsidiary to provide Facilities Management services to Gateshead Health NHS Foundation Trust across the Trust Estate including the Queen Elizabeth Hospital, Bensham Hospital and Blaydon Primary Care Centre.

Subsequently this service has increased to include warehousing & logistics, with sites in Leeds and Coventry, a pharmacy division providing outpatient and wholesale pharmacy services, and a finance and procurement division providing specialist consultancy and financial management services. This has seen the organisation expand to in excess of 825 staff with a turnover of c£75million, providing over £4.6m of profit back into the NHS economy in 2023/24 in support of the delivery of care to the people of Gateshead and the wider region.

The changes to the Group leadership structure over the last 18 months, including the introduction of myself as Managing Director of QE Facilities, mean that now is an extremely exciting time for the business. A renewed focus on expansion, particularly amongst our partner organisations within the newly formed Great North Healthcare Alliance, whilst ensuring those relationships already in place provide best value for both QE Facilities and our partners mean that there is significant opportunity to influence change and the future direction of the business.

As Commercial Director, you will be a key individual in this conversation, developing strategies, agreeing strategic objectives and processes. You will

provide of the Senior Leadership oversight of the management of Quality across the Organisation as well the implementation and management of the Business Development Team. You will also be heavily involved in the development of the Groups' Capital Estates Strategy supported by the Head of Planning & Capital Delivery.

As part of a small team of Directors you will also have the opportunity to work across the Divisions influencing decisions that impact on the delivery of Operations across the Organisation.

Due to the dynamic nature of the business it is essential that the successful candidate is a dynamic leader who is happy to work under their own initiative in the achievement of the Organisations goals. The individual will also need to understand the importance of developing and maintaining relationships at all levels, both internally and amongst our various partner organisations.

Here at QE Facilities we are Proud of the Professional service that we have provided to the people of the North East over the last 10 years, none more so than during the support provided during the covid period, and we're Passionate that this service and support will continue to go from strength to strength, something that we hope you can support us in doing!

I hope that the content of this pack provides sufficient information to answer any questions you may have on the role, however I would welcome a conversation, either in person or on the phone, if you should have any particular questions.

Sincerely,  
**G C Evans, CEng**  
Managing Director  
Tel: 0191 4452458

## COMPANY OVERVIEW

**QE Facilities is a well-established wholly owned subsidiary company of Gateshead Health NHS Foundation Trust. Established in 2014, they support the delivery of healthcare-related services to Gateshead Health and other external users.**

They currently employ 825 people and turnover c£75m. Services cover the North East and include warehousing and logistics, sites in Leeds and Coventry, a pharmacy division and finance and procurement division covering specialist consultancy and financial management services.

### ESTATES

QE Facilities provide a range of skills and expertise to provide a turnkey service from initial concept, development of clinical brief, project design, build, commissioning and operation of healthcare facilities. Covering energy management, waste management, estates management and capital design services, we provide a turnkey service from initial concept, through to commissioning and operation of healthcare facilities.

### TRANSPORT

QE Transport Services provide a dedicated and tailored transport service based at the QE Hospital in Gateshead in the North of England. With a transport hub in Washington, we provide specialist transport of medical and confidential resources countrywide.

### PHARMACY

The QE Facilities Outpatient Pharmacy provides a range of services including:

- Over the counter care
- Dispensing of Outpatient prescriptions
- Homecare service for speciality medications
- Smoking cessation service
- Wholesale distribution

### OTHER SERVICES

- Facilities Management
- National Framework
- Procurement
- QE VAT Consultancy
- Warehouse and Consultancy Hub



# COMPANY OVERVIEW

## OUR MISSION

“Our mission is to deliver exceptional, innovative services our local trust, the NHS and beyond. Investing money into through commercial activity, enabling clinical partners provide excellent patient care improve health outcomes.”

## STRATEGIC OBJECTIVES

To enhance the Shareholders Strategic Intent:

- We will continuously improve the quality and safety of our services for service users and for the benefit of patients
- We will be a great organisation with a highly engaged workforce
- We will enhance our productivity and efficiency to make the best use of our resources
- We will be an effective partner and be ambitious in our commitment to support improving health outcomes
- We will develop and expand our services within and beyond Gateshead

## VALUES

### Professional

We are approachable, and reliable and always act with integrity and openness, whilst providing the best service possible.

### Proud

We are proud to support the NHS and contribute to better health in our local area and beyond.

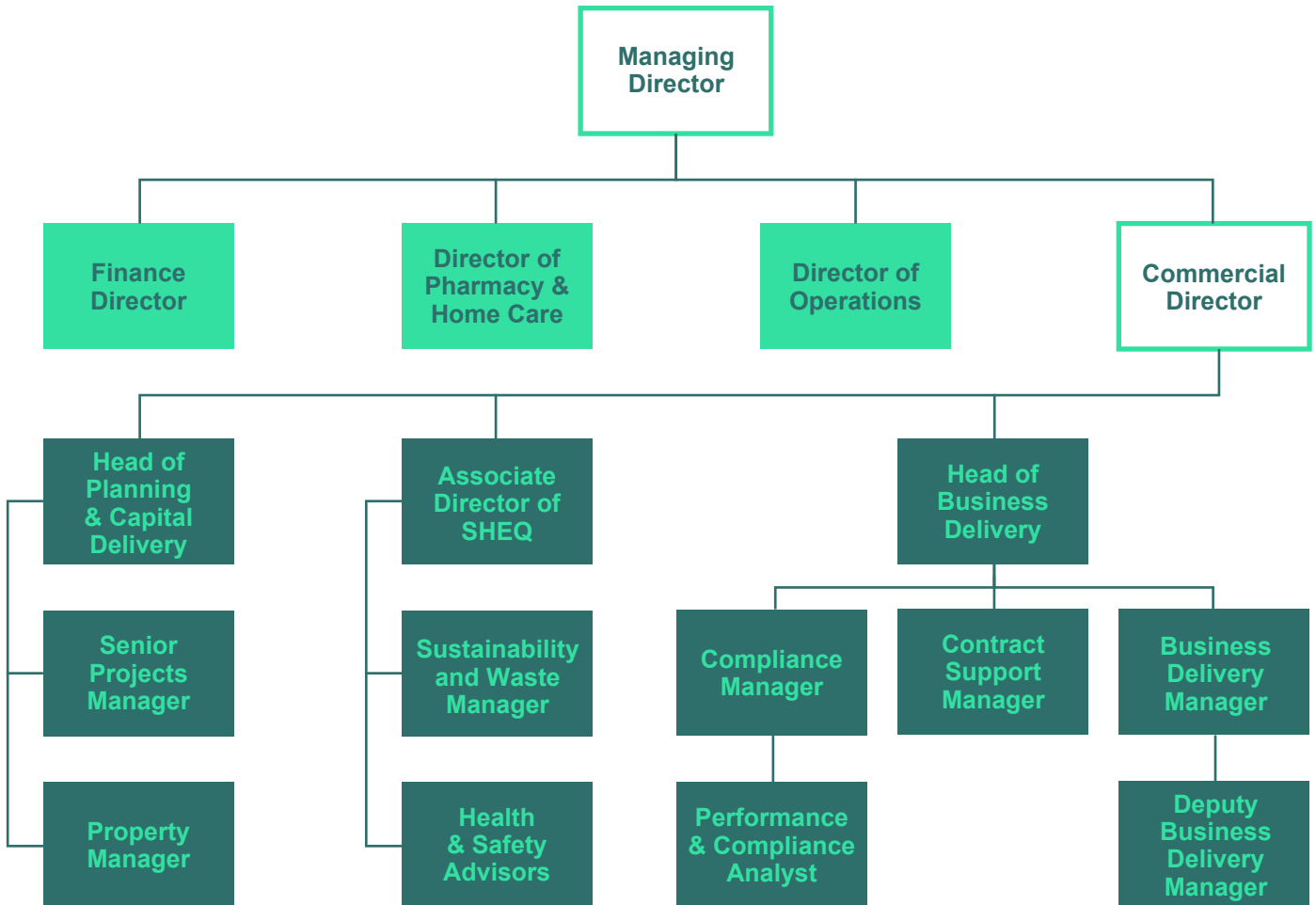
### Passionate

We are always striving to be innovative and to go above and beyond expectations for both our patients and partners.





# ORGANISATION AND NEW LEADERSHIP TEAM



Gavin Evans was appointed as Managing Director of QE Facilities in March 2024 and the appointment of the Commercial Director will underpin the clear strategic direction for the organisation and provide focus on performance, compliance and improved customer relations across the Planning and Capital Delivery, Safety, Health, Environment and Quality (SHEQ), and Business Delivery. The Commercial Director will be one of four direct reports to the MD.

# THE OPPORTUNITY & ROLE DESCRIPTION

## COMMERCIAL DIRECTOR

### JOB SUMMARY

QEF is a wholly owned subsidiary of Gateshead Health NHS Trust and provides important non-clinical services to the Trust along with other NHS organisations. They provide managed services for estates, transport, facilities management and outpatient pharmacy for distribution of products among other services.

Reporting into the Managing Director, the Commercial Director will provide a clear strategic direction for growth across key areas and provide dedicated support of the Capital Delivery, SHEQ and Business Delivery functions.

The successful appointee will have three direct reports: Head of Planning & Capital Delivery, Head of Safety, Health & Environment (SHEQ), along with a Head of Business Delivery.

### KEY RESPONSIBILITIES

- Take a proactive lead in transformational change for growth supporting the MD in his aim to create a strategically led, sustainable organisation.
- Create and communicate a clear vision for the organisation's future, identify trends and opportunities that can be developed.
- Development of the future commercial business strategy for each service area which will be delivered by the functional heads.
- Strategic oversight in support of the Estates, Transport and Pharmacy Services. Take the lead on the development of strategic plans, which outline the actions and resources needed to achieve the organisation's goals. This includes prioritising initiatives and allocating resources when required.
- Proven ability to develop and translate strategy into action, setting clear and compelling vision that teams can align behind to delivery. Using data and insight to inform direction that delivers increased performance in each service area.
- Establish a business development strategy for growth ensuring new business opportunities are identified, actioned and delivered effectively. Lead on major initiatives such as acquisitions, e-commerce projects, ERP systems focussing on alignment and results for key strategic goals.
- Monitor the progress of strategic initiatives and report on results to senior management and other stakeholders.
- Excellent leadership skills with a track record of developing high performing, diverse and dispersed teams through effective leadership and role modelling. Track record of building highly effective relationships, particularly at a senior level, collaborating across a challenging agenda, using relationships and professional networks to add measurable value to the organisation and to engage at board level. Identify and report back to the MD regarding any emerging risks to the future growth plans.

# JOB DESCRIPTION

## PERSON SPECIFICATION

### Qualifications

- A relevant degree in Business Administration, Management, or a related field.
- Professional certifications in leadership or management or relevant experience.

### Experience

- **Professional Experience:** Proven experience in a strategic leadership role as part of a senior management team.
- **Strategic Planning:** Demonstrated experience in developing and implementing strategic plans that drive growth and performance.
- **Leadership:** Experience in leading large teams and managing complex projects.
- **Stakeholder management:** Strong ability to build and maintain relationships with internal and external stakeholders.

### Skills and competencies

- **Inclusive Leadership:** Commitment to fostering an inclusive workplace where all team members feel valued and respected.
- **Analytical Thinking:** Strong analytical and problem-solving skills, with the ability to make data-driven decisions.
- **Adaptability:** Ability to navigate and lead through change, demonstrating resilience and flexibility.
- **Collaboration:** Strong team player with a collaborative approach to working with others.

- **Communication:** Excellent verbal and written communication skills, with the ability to engage and inspire a wide range of audiences.

### Personal attributes

- **Visionary:** Ability to think strategically and envision the future direction of the organisation.
- **Proactive:** Takes initiative and is proactive in identifying opportunities for improvement and growth.
- **Empathy:** Demonstrates empathy and understanding towards colleagues and stakeholders from diverse backgrounds.
- **Integrity:** High ethical standards and integrity in all professional dealings.
- **Cultural Competence:** Awareness and appreciation of cultural differences, with a commitment to promoting diversity and inclusion.





## JOB DESCRIPTION

### Key criteria

**Candidates must be able to demonstrate the following:**

- Proven experience in a strategic leadership role especially strategic planning and business development
- Strong understanding of revenue generation, sustainable growth and success in developing a successful commercial strategy.
- Leading teams as a business grows and transforms.
- Leadership experience in a large complex organisation with similar competing challenges across transport, delivery of multiple services and delivery of a capital programme.
- Able to demonstrate they can develop and implement strategic solutions that drive growth and increase commercial performance
- Strong project management skills
- Ability to build and maintain professional business relationships with internal and external stakeholders

### Salary and benefits

- Salary: circa £95,000
- Use of pool car
- Contributory pension 3% (+ 5% pension employer contribution)
- 27 days holiday rising to 33 days + Bank Holidays in relation to length of service
- Opportunity for flexible or agile working

### TIMESCALES

Closing date for application is Friday 20th September.

### HOW TO APPLY

Please provide a comprehensive CV along with details of your current salary and benefits package to Sue Ormerod, Regional Director.

To arrange a confidential discussion about this role please contact Sue via email on [sue.ormerod@nigelwright.com](mailto:sue.ormerod@nigelwright.com)



## NIGEL WRIGHT GROUP CONTACT



**SUE ORMEROD**

**REGIONAL DIRECTOR**

**E:** [sue.ormerod@nigelwright.com](mailto:sue.ormerod@nigelwright.com)

**Mob:** +44 (0)7918 733 904



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