



HUNTER
Executive talent for the healthcare sector



**Northumbria Healthcare
Facilities Management**



Non Executive Director

Candidate information pack

September 2021

WELCOME



Thank you for your interest in the position of Non-Executive Director with us at Northumbria Healthcare Facilities Management.

We are an ambitious and forward thinking organisation and are looking for exceptional individuals to join our Board and support us in making a real difference to patients, staff and our wider community. Since I've been involved with NHFM, which is about seventeen months, I have found it to be a hugely rewarding role. I am excited by the opportunity we have to

bring new and additional skills, knowledge and experience to our team, as well as individuals who share our values and our vision.

Our Board is small but vibrant and we work together in a supportive environment where trust, honesty, openness, humility and co-operation are key features. I hope you are inspired to want to join us and contribute to our future growth and success.

Veronica Stonor
Chair



ABOUT US

Northumbria Healthcare Facilities Management (NHFM) was established in 2012 with the first property and founding contract awarded to build and operate 'hard' facilities management at the Northumbria Specialist Emergency Care Hospital. Since then our activities have gradually extended and now incorporate;

- Estates & Capital Development, including; Capital Projects, Estate & Property Management, Energy & Sustainability, Lifecycle & Asset Management and Space Management & Utilisation
- Facilities Management, including; Cleaning Services, Catering, Security Services, Portering, Transport & Logistic Services and Landscaping
- Commercial Services, including; Manufacturing & Innovation, Programme Management, Contract Management within Procurement, PFI Contract Management and Consulting and Advisory Services.

The Company has grown substantially since its incorporation with an annual turnover of £100m and over 1000 staff working for our organisation. We know that every single person is key in helping us to deliver our services. We truly value that sentiment and we are proud to have such a varied workforce who are committed to helping customers achieve their goals.

NHFM is a wholly owned subsidiary of Northumbria Healthcare NHS Foundation Trust which offers strong links to, and knowledge of, NHS organisations. However the Company also works in partnership with other public bodies and private partners.

NHFM works with clients throughout the capital development process from concept through to final occupation. We help ensure that facilities, projects and contracts are managed efficiently, correctly, on time and on budget.



During the first wave of the Covid-19 pandemic, national supply issues with PPE were felt across the NHS. In response the Trust, in partnership with NHFM, created a PPE manufacturing service, creating gowns, scrubs and theatre hoods, amongst other products, so healthcare workers were protected from Covid. This venture developed significantly with the Northumbria Manufacturing and Innovation Hub opening on 6 May 2020. The factory, which is operated by NHFM, now offers gowns, and the other products we manufacture, to NHS organisation as well as organisations out with the NHS, such as private healthcare providers and care homes.

The Company have recently delivered an £8 million state-of-the art carbon neutral healthcare sterilisation facility on the Northumbria Specialist Emergency Care Hospital site. The Trust's centralised sterilisation service department (Northumbria Sterile Processing Centre) will provide a critical support service for the Trust and other healthcare organisations in the region. It will have the ability to disinfect and sterilise more than half a million pieces of medical equipment a year, used in a wide range of hospital departments and in GP practices.

NHFM are currently working with Northumbria Healthcare NHS Foundation Trust on their latest project, to re-develop the existing Berwick Infirmary. The £30million investment will, in turn, create 295 full-time equivalent jobs per year during the construction and operational phases, and generate more than £17m to the local economy during the build. The scheme is to provide a wide range of services for the community of Berwick and North Northumberland, to allow world class 21st century healthcare to be delivered in a brand new building fit for the next 60 years.

Our ambition is to be a leader in providing high quality, safe and effective estates and facilities management services to Northumbria Healthcare NHS Foundation Trust whilst also diversifying our business to deliver solutions for other organisations to secure a sustainable future.

Our aim is to work innovatively and collaboratively to develop the same high-quality services for other organisations. We are committed to sharing this expertise with other healthcare providers in a step towards helping them to achieve their ambitions.



OUR VALUES

Our values are what make Northumbria Healthcare the trust it is. It's important that we all live these values every day. Our values are:

RESPECT

Always be respectful towards others and support colleagues to succeed. By displaying this behaviour you will be leading by example and will be a good role model to those around you.

EVERYONE'S CONTRIBUTION COUNTS

Each and every one of you has a part to play in making this trust outstanding. It is important that you all recognise how valued you are and we would encourage you all to take responsibility for developing yourself and encouraging others to do the same.

RESPONSIBILITY & ACCOUNTABILITY

We are all responsible for the decisions we make and the actions we take. Having positive working relationships both within our own teams and across other teams is important.

PATIENTS FIRST

Always put the needs of the people we care for before anything else. Show empathy in everything you do and deliver the best compassionate care you can. Meet the need for both physical and emotional support.

SAFE AND HIGH QUALITY CARE

Delivering the highest quality and safest care we can is at the heart of everything we do. To achieve this we all need to encourage and be open to participating in continuous improvement.

To improve quality and safety we should all help to generate new ideas and innovations and support others to test their ideas. Look for ways to measure performance so we can act on facts.



OUR VISION

To be the leader in providing HIGH QUALITY, SAFE AND EFFECTIVE ESTATES AND FACILITIES MANAGEMENT SERVICES TO NORTHUMBRIA HEALTHCARE NHS FOUNDATION TRUST and to work innovatively and collaboratively to develop the same high-quality services for other organisations to generate income for our Trust.

OUR MISSION

We will TRANSFORM THE TRADITIONAL ESTATES AND FACILITIES SERVICE to create a customer-centric solution for the Trust exceeding all expectations in service and at genuine value for money costs alongside where possible, diversifying our business model to deliver solutions for other organisations to secure a sustainable future.

KEY OBJECTIVES



Innovation and Value



Efficient and Reliable Service



Top Quality Customer Experience



Financially sustainable



Be a great place to work and develop



Flagship for quality estates & facilities services

CORE BUSINESS

- The Trust, its patients, staff and buildings are absolutely central to everything we do
- 100% aligned to the Trust's Vision, Mission and Values
- Ambition is to be the very best at what we do
- Big focus on delivering efficient and effective services
- We must always deliver with quality and value for money in mind
- Invest to save to help secure a more resilient health service for the future
- Prepared to innovate and take measured risk
- Continually improve what we do

NON-CORE BUSINESS

- Create a range of income-earning consultancy work in estates and facilities for other organisations in the UK and internationally
- Assess market opportunities for delivering estates and facilities services to other organisations
- Consider the insourcing of activity where this reduces cost and improves quality

KEY ENABLERS



OUR PEOPLE



OUR SUPPLY PARTNERS



OUR SYSTEMS



Northumbria Healthcare
NHS Foundation Trust

OUR PARENT COMPANY
THE TRUST

JOB DESCRIPTION

Job Title:	Non-Executive Director
Location:	Northumbria House, Cobalt Conference Centre, plus other sites
Pay Band:	£15,518

In order to complement the existing skill mix of the Board, Northumbria Healthcare Facilities Management Ltd (NHFM) is seeking to appoint two independent Non-Executive Directors with previous Board level experience to its Board of Directors.

Post one – candidates should be able to demonstrate a background in estates or property management, facilities services or the construction sector with a knowledge of and track record in delivering multiple projects and/or services to complex organisations under commercial arrangements.

Post two – candidates should be able to demonstrate a background in the commercial and business sector, with a knowledge of and track record in client management systems, business acquisition, service diversification and business development.

MAIN PURPOSE OF THE ROLES

Non-Executive Directors play an important role in monitoring strategy, performance, risk and governance.

The Non-Executive Director will share responsibility with other Board Directors for the success of the Organisation and the duties of the Board. The Non-Executive Director will provide an informed independent and objective challenge to the work of the Executive Directors within an overall framework of guidance, trust and mutual respect.

RESPONSIBILITIES

The key responsibilities undertaken by the Non-Executive are:

- To participate fully in the work of the Board of Directors and to work corporately with all directors of NHFM;
- To contribute to the development of NHFM's strategy;
- To exercise appropriate oversight over the execution of the strategy;
- To constructively challenge the performance of NHFM;
- To actively participate in the decision-making of the Board;
- To ensure NHFM is managed in the best interest of its sole shareholder, Northumbria Healthcare NHS Foundation Trust;
- To ensure NHFM complies with the key legal and regulatory requirements, including but not limited to: Health & Social Care Act 2012; Companies Act 2006; NHS Constitution; UK Corporate Governance Code 2016.
- To ensure that there is a robust system of internal control and risk management.
- To participate in Board training, development and evaluation on both an individual and a collective basis;
- To engage regularly with members of the Board of Directors at Northumbria Healthcare NHS Foundation Trust.
- To support the NHFM's collaboration and integration with other organisations both within and outside the NHS; and
- To uphold the values of NHFM, Northumbria Healthcare NHS Foundation Trust and the NHS.

PERSON SPECIFICATION

Specification	Essential	Desirable
Qualifications / Professional Registration	Qualification at degree level as a minimum standard or equivalent experience	Masters-level qualification in a relevant field, membership of a professional institution or equivalent experience
Specialist experience	<p>Post one – candidates should be able to demonstrate a background in estates or property management, facilities services or the construction sector with a knowledge of and track record in delivering multiple projects and/or services to complex organisations under commercial arrangements</p> <p>Post two – candidates should be able to demonstrate a background in the commercial and business sector, with a knowledge of and track record in client management systems, business acquisition, service diversification and business development</p>	
Other experience and knowledge	<p>Previous experience as a Non-Executive Director or equivalent Board level experience</p> <p>Experience of leadership in a large and complex organisation</p> <p>Strong business acumen and a sound knowledge of good corporate governance, strategic planning, risk and performance management</p> <p>Experience of holding senior individuals and team to account</p> <p>Accustomed to being held to a high level of accountability</p> <p>Commercially and politically astute in particular area of expertise.</p> <p>Extensive track record of organisational change and business growth</p> <p>Experience of building effective and lasting working relationships with a range of internal and external stakeholders.</p> <p>An understanding of and commitment to equality, diversity and inclusion in the workplace.</p>	Broad understanding of the NHS
Skills and abilities	<p>Highly numerate, with an understanding of financial reporting</p> <p>Leadership & motivational skills</p> <p>Strong interpersonal skills</p> <p>Good communication and listening skills</p> <p>A proven and successful strategic thinker and an ability to look beyond organisational and/or geographical boundaries</p> <p>Understanding of, and commitment to public service values of accountability, probity, openness and equality of opportunity</p>	Chairmanship skills and experience

Specification	Essential	Desirable
Personal attributes	<p>An ability to achieve a balance between support and robust, constructive challenge</p> <p>A strong understanding of the importance of exercising independent judgement</p> <p>Integrity and high ethical standards</p> <p>Independence from NHFM and Northumbria Healthcare NHS Foundation Trust *</p> <p>Demonstrate an impartial approach</p> <p>Able to think strategically in both a local and national context</p> <p>Prepared to take difficult decisions</p> <p>Sound judgment and an enquiring mind</p> <p>Politically astute, able to grasp relevant issues and understand complex relationships between different individuals and organisations;</p>	
Other requirements	<p>A strong personal commitment to the values of the NHS</p> <p>A desire to work closely with Health and Social Care partners</p> <p>Genuine interest in healthcare issues and a commitment to the needs of the local community</p> <p>Understanding of customer and public expectations</p> <p>Be prepared to undertake induction, training and personal development, as required by NHFM</p> <p>Meets the eligibility criteria (outlined below)</p>	<p>An understanding of the NHS regulatory framework i.e. Care Quality Commission</p>

All candidates must also comply with Regulation 5 of the Health & Social Care Act 2008 (Regulated Activities) 2014 – the Fit and Proper Persons test. This requires that:

- a. the individual is of good character,
- b. the individual has the qualifications, competence, skills and experience which are necessary for the relevant office or position or the work for which they are employed,
- c. the individual is able by reason of their health, after reasonable adjustments are made, of properly performing tasks which are intrinsic to the office or position for which they are appointed or to the work for which they are employed, the individual has not been responsible for, been privy to, contributed to or facilitated any serious misconduct or mismanagement (whether unlawful or not) in the course of carrying on a regulated activity or providing a service

elsewhere which, if provided in England, would be a regulated activity, and none of the grounds of unfitness specified in Part 1 of Schedule 4 apply to the individual (refer to the CQC guidance) found at: <http://www.cqc.org.uk/content/regulation-5-fit-and-proper-persons-directors#full-regulation>

HOW TO APPLY

The closing date for applications is 8 October 2021. Applications should include:

- A covering letter explaining why the appointment interests you, how you meet the appointment criteria and what you specifically would bring to the post.
- A Curriculum Vitae (CV) with education and professional qualifications and full employment history. Please include daytime and evening telephone contact numbers and e-mail addresses. The CV should include names and contact details of three referees. References will not be taken without your permission.
- A completed **Equal Opportunities Monitoring Form** and **Fit and Proper Person Monitoring Form**. Please note that the information you provide will be treated as confidential, and is for monitoring purposes only. It will not form part of the application process.

All applications should be sent to:
applications@hunter-healthcare.com.
All applications will be acknowledged.

For an informal conversation about the post, please contact Rhiannon Smith or Jenny Adrian at our recruitment partners, Hunter Healthcare by email: **jadrian@hunter-healthcare.com** or phone: 07939 250362

KEY DATES:

Application closing date	8 October
Longlisting	15 October
Shortlisting	w/c 1 November
Interview panel	w/c 15 November





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