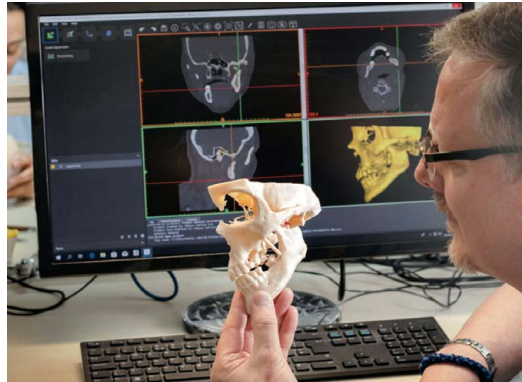




**St George's, Epsom  
and St Helier**  
University Hospitals and Health Group



# Group Deputy Chief Executive Officer

Candidate information pack

April 2025



# Welcome from the Group CEO

**Thank you for your interest in applying for the position of Group Deputy Chief Executive Officer (GDCEO) at St George's, Epsom, and St Helier University Hospitals and Health Group (gesh).**

In a world of rising demand, highly constrained finances, delays to the programme of reconfiguring and rebuilding our hospitals, and a rapidly changing technological landscape, we need to do things differently.

We need to pursue a strategy for radical change.

We need to think ambitiously about the benefits to be gained from our Group model.

We need to unleash the potential of our 17,000 staff, and the ideas they have for improvement.

We need to pursue major transformation programmes – and deliver them effectively, at pace and scale.

We need to unlock the benefits of rapidly advancing information technology, moving with the wider NHS 'from analogue to digital'.

And we need to understand where we are performing poorly and why, so that we can take rapid action to correct.

**To this end, I'm looking to appoint a GDCEO.**

Our GDCEO will bring together the Group's strategy, improvement, performance/PMO and digital capabilities, maximising alignment/synergy between these functions to accelerate transformation across gesh and build a sustainable financial recovery. The GDCEO will drive this transformation agenda through:

- Shaping our strategy for long-term sustainability, working closely with system partners to drive forward the wider systemic transformation needed at pace to enable gesh to succeed
- Transforming the way our Group model works, for the benefit of patients and taxpayers
- Unleashing the potential of our 17,000 staff, by embedding a culture and management system for continuous improvement

- Driving a rigorous approach to an ambitious portfolio of major transformation programmes - leading the Group PMO, and coordinating our Group, site and corporate transformation resources so that they drive a coherent transformation agenda and work to a common set of standards
- Harnessing the potential of new digital technology to transform our business, through leadership of our digital service
- Enabling us to identify, understand and remedy areas of poor performance across clinical and corporate services, through leadership of our performance reporting & improvement

The GDCEO is not only central to the success of our organisation today, but is also designed to equip you with the breadth of experience, leadership insight, and strategic perspective needed to become a Chief Executive in the future.

Working closely with me and the wider Board, you will be an exceptional and values-driven leader with substantial experience of leading and delivering strategy and transformation projects in the NHS.

You will have excellent communication and engagement skills, and have the ability to inspire and motivate diverse internal and external stakeholders to deliver the step-change in quality and financial sustainability we need.

If you are interested in a confidential conversation about this opportunity, please contact Matt Simpson at Hunter Healthcare: [msimpson@hunter-healthcare.com](mailto:msimpson@hunter-healthcare.com) or 07739 649791.

## Jacqueline Totterdell

Group CEO  
St George's, Epsom and  
St Helier Hospital Group  
(gesh)





# About Epsom and St Helier University Hospitals NHS Trust

**Epsom and St Helier University Hospitals NHS Trust (ESTH) provides a range of acute hospital and medical services to approximately 490,000 people living across south west London and north east Surrey and beyond.**

In addition, ESTH provides specialist services, in particular renal and neonatal intensive care, to a wider area, covering Surrey and parts of Sussex and Hampshire, and hosts the South West London Elective Orthopaedic Centre (SWLEOC) partnership.

The Trust's main commissioners are South West London Integrated Care Board and Surrey Heartlands Integrated Care Board.

It also has a sizable specialist service contract with NHS England in relation to renal services, and we have exciting plans to improve how we deliver acute inpatient renal services in south west London and Surrey by integrating them into a new joint renal unit on the St George's hospital site.

ESTH's two main acute sites are St Helier Hospital in the London Borough of Sutton, within the South West London Integrated Care System, and Epsom Hospital in Surrey, within the Surrey Heartlands Integrated Care System.

The Trust also provides outreach services at a number of more locally-based care centres and is moving to increasingly integrated models of care working with community, primary, and other service providers.



ESTH is the host for the delivery of community health services across both of its local place-based communities of Surrey Downs and Sutton.

Our community contracts are delivered through contractual joint ventures and alliance agreements (Surrey Downs in partnership with the three local GP Federations and the community trust and Sutton in partnership with the local GP Federation, local authority and mental health trust).

Discharging its host responsibilities to a high standard and working in partnership to transform pathways across hospital and community settings is a key priority for the future.

The Trust is also committed to the Building Your Future Hospital Programme, which will see the construction of a new, state-of-the-art specialist emergency care hospital in Sutton.

This will bring together A&E, critical care, acute medicine, emergency surgery, inpatient paediatrics, and births in hospital on our Sutton site, meaning that clinical expertise, experience and resource will be in one place, 24/7, improving patient safety, sustainability and staffing levels. This programme will also provide the means to significantly improve existing infrastructure at both Epsom and St Helier hospitals.

## ESTH VALUES

"Above all we value RESPECT".

It helps ESTH to live our behaviours:

- Kind
- Positive
- Professional
- Teamwork

So we can achieve our mission statement:  
**outstanding care, together.**





# About St George's University Hospitals NHS Foundation Trust

**With over 10,000 dedicated staff caring for patients around the clock, St George's is the largest healthcare provider in south west London and one of the biggest and busiest hospital Trusts in London.**

It provides services out of two main hospital sites, St George's Hospital in Tooting and Queen Mary's Hospital in Roehampton, as well as health centres, GP surgeries, schools, and people's homes. St George's Hospital is one of four major trauma centres in London, and home to hyper-acute stroke and heart attack centres. It is a major centre for cancer services, and one of the largest centres for cancer surgery and chemotherapy in the capital. St George's is also one of the biggest children's hospitals, including being home to one of only four paediatric trauma units in London.

In addition, St George's is a major centre for neurosciences, offering patients innovative new treatments such as the country's first 24/7 mechanical thrombectomy service.

Its clinical teams also have growing influence in research, with more clinical trials undertaken than ever before. They are also part of the South London Cardiac and Stroke Network and the South West London and Surrey Trauma Network, for which St George's Hospital is the designated heart attack centre, hyper-acute stroke unit and major trauma centre. St George's serves a population of 1.3 million people across south west London. A large number of services, such as cardiothoracic medicine and surgery, neurosciences and renal transplantation, also cover significant populations from Surrey and Sussex, totalling around 3.5 million people.

The main site, St George's Hospital in Tooting – one of the country's principal teaching hospitals – is shared with City St George's, University of London, whose School of Health and Medical Sciences trains medical students and carries out advanced medical research. The creation of the newly-merged City St George's creates significant opportunities for a new strategic partnership between the Trust and the University.



## ST GEORGE'S VALUES AND BEHAVIOURS

To achieve our vision of providing outstanding care for our patients, staff and the communities St George's serve, we need to keep patients at the heart of everything that we do – our values are designed to inspire staff to achieve this.

All staff are expected to live our values of being **Excellent, Kind, Responsible & Respectful**, and for staff to behave in ways that reflect these values.

### EXCELLENT:

- ➔ Look after our patients as we would like to be looked after ourselves
- ➔ Set ourselves high standards and be open to new ideas
- ➔ Be professional in our approach and in our appearance
- ➔ Promote and share best practice

### KIND:

- ➔ Anticipate and respond to patients' and carers' concerns and worries
- ➔ Support each other under pressure and consider the impact of our actions on others
- ➔ Help people find their way if they look unsure or lost
- ➔ Smile, listen and be friendly

### RESPONSIBLE:

- ➔ Have patient safety as our prime consideration
- ➔ Be responsible for ensuring good patient experience
- ➔ Use resources wisely
- ➔ Challenge poor behaviour in others
- ➔ Learn from experience including our mistakes

### RESPECTFUL:

- ➔ Keep patients, families and carers involved and informed
- ➔ Protect patients' dignity and confidentiality
- ➔ Wear our name badges, introduce ourselves and address people in a professional manner
- ➔ Respect colleagues' roles in patient care and experience





# About St George's, Epsom and St Helier Hospital Group

**After years of collaboration and creating closer working ties, Epsom and St Helier University Hospitals NHS Trust and St George's University Hospitals NHS Foundation Trust formed a hospital group. Jacqueline Totterdell was appointed Group Chief Executive in August 2021. Sir Mark Lowcock KCB succeeded Gillian Norton as Chair on 1 April 2025.**

Working as a hospital group allows for more joined-up decision-making for the benefit of local people, a larger and more resilient clinical workforce, reduced variation in levels of care, and more access to a wider range of services for our patients.

Epsom and St Helier and St George's remain two separate Trusts but with one executive team enabling us to work closer together and build on our strong foundations.

We already work closely together and run joint services such as the South West London Pathology Network and we're building a specialist kidney unit to improve care to our patients. For more information, please see the full strategy [here](#).



Everything we do driven by our patients

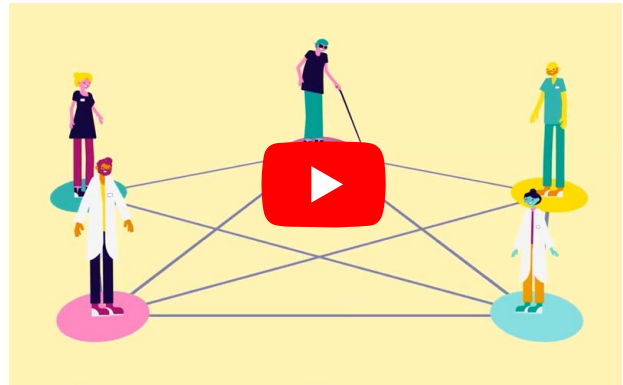




# Useful links

- [St George's University Hospitals NHS Foundation Trust Website](#)
- [Epsom and St Helier University Hospitals NHS Trust Website](#)
- [Our Group Strategy](#)
- [ESTH CQC Report](#)
- [St George's CQC Report](#)
- [ESTH Annual Report](#)
- [St George's Annual Report](#)
- [NHS South West London Integrated Care Board](#)
- [Twitter](#)
- [ESTH LinkedIn](#)
- [St George's LinkedIn](#)
- [NHS Leadership Competency Framework](#)

## WATCH OUR VIDEO:





# Job description

**Grade:** VSM  
**Accountable to:** Chief Executive and Board  
**Salary:** £180,000 - £215,000

## FINANCIAL RECOVERY AND TRANSFORMATION PROGRAMME DELIVERY

- Define and agree with the Board an ambitious portfolio of transformation programmes to deliver the step-change in quality and financial sustainability we need
- Oversee and drive forward these programmes of work to radically change how we operate to deliver the scale of the financial savings required
- Work closely with, and support, the Group Chief Finance Officer to develop the programmes of work needed to deliver the scale of financial savings required
- Lead the Executive-level gesh Financial Recovery Board
- Work with the site managing directors and corporate teams, ensure the transformation resource managed across the Group is aligned behind that coherent set of transformation priorities
- With the support of the Group director for Performance and PMO, institute and drive an approach to programme management which makes the best use of resources, and delivers the full range of intended benefits
- Ensure that our transformation programmes are strongly aligned to the Group strategy, underpinned by the requisite digital enablers, and draw on the right improvement methodologies – harnessing the benefits of these functions being managed together

## SUPPORTING THE GROUP CHIEF EXECUTIVE OFFICER

- Deputise for and represent the Group CEO, as required, at meetings across the system and internally
- Working across the executive team to ensure coordination and alignment
- Champion high performance and delivery

## STRATEGY

- Ensure the Group has the strategy it needs to succeed given its long-term challenges and changing environment – a roadmap for the radical change required to get from where we are today to where we need to be in the future
- Lead on the review/refresh of the Group's strategy as appropriate, and the development of new clinical/corporate strategies as required
- Develop and lead the Group's strategy for positioning itself in the wider system, including our local ICSs, Acute Provider Collaborative, and across wider footprints for more specialised services and University partnerships
- Lead the Trusts' engagement in external service reviews and options appraisals
- Lead on the implementation of the Group strategy, ensuring our plans for change are translated into action – harnessing the benefits of the Group's strategy, improvement, performance/PMO and digital functions being managed together
- Working with the relevant chief officers, ensure the strategy is sustainable both financially and environmentally, ensuring our strategy and the delivery plans which support it are costed and affordable
- Oversee benefits realisation and the effective delivery of our strategy and change agenda, taking accountability for maximising the benefits of group integration
- Establish the subject specific strategics, programmes and initiatives that sit underneath the overarching organisational strategy and enable its successful deployment
- Partner with follow chief officers to define the content of those workstreams and hold them accountable for timely delivery via the Group Executive Committee

**GROUP DEVELOPMENT**

- Working with the CEO and managing directors, develop a long-term plan for turbocharging our efforts to find synergies and deliver benefits from our Group model
- Directly lead or secure support for discussions between clinical services exploring collaboration opportunities
- Sponsor and drive associated transformation schemes and business cases, ensuring follow-through on predicated benefits
- Work with the managing directors to identify operational synergies and mutual aid opportunities that support the longer-term strategy
- Support our digital and BI services to act as a key enabler to delivering benefits from the Group model

**CONTINUOUS IMPROVEMENT**

- Unleash the transformational potential of our 17,000 staff, and the ideas they have for improvement, through leadership of the groupwide Continuous Improvement function
- Working with the executive team, embed the management system, culture and behaviours needed to support continuous improvement in teams across the Group, aligned to the principles of NHS Impact, and learning from best practice across the NHS and internationally
- Ensure alignment between our staff's improvement efforts, the Group's strategic objectives, and our performance framework – harnessing the benefits of the strategy, performance/PMO, BI and improvement functions being managed together
- Play a leading role in our efforts to maximise productivity, ensuring our people take a full role in deploying our strategy and have the data, methods and tools needed to drive process efficiency and excellent patient experience

**VALUES, BEHAVIOURS AND INTEGRITY**

- Act in accordance with, and champion, the values and behaviours of both Trusts in the group
- Act at all times in accordance with the seven Nolan Principles of Public Life

**DIGITAL SERVICES**

- Provide strategic leadership for the Trust's digital services, ensuring the evolution of our information technology from a support function to a core organisational enabler that drives clinical excellence, operational efficiency, and patient-centred care
- With the support of the Group Director for Digital Services, agree with the Board a digital strategy that supports the Group's long-term vision and its ambition for transformation, and the wider NHS's ambition to move "from analogue to digital"
- Ensure there is appropriate Board oversight of digital services, including strategy/plan delivery, operational performance and risk management, supported by robust governance and reporting
- Ensure there is strong alignment between our digital change programmes, Group strategy and wider transformation portfolio
- Ensure that our BI services work closely with the Group performance/PMO function, enabling early sight of performance issues, robust understanding of their root causes, and supporting corrective action

**PERFORMANCE IMPROVEMENT**

- Equip the Group to identify weak/declining performance early, understand its root causes, and act rapidly to course correct
- Ensure the Boards receive high quality, timely and accurate performance information in relation to the Trusts, enabling both Trust-level accountability and groupwide oversight and comparability of both clinical and corporate services
- Support the managing directors to put in place effective improvement plans in challenged services and functions, monitoring delivery

**EXTERNAL RELATIONSHIPS**

- Represent the organisation to relevant partners, other NHS bodies, universities, regulators, voluntary sector, and other relevant organisations, developing constructive relationships to support our efforts at long-term transformation
- Be an active participant in the South West London Acute Provider Collaborative
- Represent the CEO and Chair as and when appropriate



# Person specification

## QUALIFICATIONS

- Educated to Master's level or equivalent experience in health management
- Evidence of continuing professional development relevant to executive leadership

## EXPERIENCE

- Substantial previous experience as an Executive Director and Board member in the NHS
- Experience of setting a compelling vision and shaping long-term strategy to drive sustainability, organisational transformation, and long-term success
- Demonstrated success in leading large-scale transformation programmes, delivering measurable clinical and financial outcomes
- Successful track record of working in collaboration with clinicians and securing clinical leadership engagement
- Proven ability to unify executive colleagues around a common purpose and create cohesion across portfolios
- Experience of working with a wide range of colleagues at system level to collaboratively drive and deliver improvements
- Experience of the implementation of continuous improvement or quality improvement initiatives at scale

## KNOWLEDGE

- Excellent understanding of the NHS and key issues affecting the health service
- Excellent understanding of programme management
- Understanding of financial management in an NHS context
- Excellent knowledge of NHS, current Government policies and change programmes.
- Familiarity with digital health strategy and its role as a core organisational enabler that drives clinical excellence, operational efficiency, and patient-centred care
- Understanding and practical application of quality improvement techniques in an NHS context

## SKILLS

- Ability to operate in a matrixed, multi-site organisational structure
- Highly developed influencing and interpersonal skills, with the ability to build trust and alignment across multiple stakeholders and professional groups
- Deep commitment to equity, diversity and inclusion
- Open, supportive and empowering in style – ability to lead through others

# How to apply

The closing date for applications is midnight on **Sunday 15 June 2025**

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 email addresses. The CV should include names and contact details of three referees. References will not be taken without your permission.
- A completed **Diversity 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: **apply@hunter-healthcare.com**. All applications will be acknowledged.

For an informal conversation about the post, please contact Matt Simpson at Hunter Healthcare: **msimpson@hunter-healthcare.com** or 07739 649791.

EVENT	DATE
Application closing date	Sunday 15 June 2025
Shortlisting	Friday 20 June 2025
Interviews	Monday 14 July 2025







# St George's, Epsom and St Helier University Hospitals and Health Group



Floor 2, Berkshire House  
168-173 High Holborn, London WC1V 7AA

T: 020 7935 4570  
E: [enquiries@hunter-healthcare.com](mailto:enquiries@hunter-healthcare.com)