



Sue Heatherington

Creating space for fresh thinking and conversations that matter

If we are going to lead well and make the difference we aspire to, then we all need more space and wise challenge. Time to stand back and properly reflect on where we are and where we're heading. Opportunities to pause, discover different sightlines for change and think better, instead of this relentless pursuit of busyness and scale. And let's do it with beauty and creativity.

I appreciate this from years of senior pioneering leadership roles, and since 2009 working alongside purpose driven people and organisations leading change as a coach, consultant and latterly the combination of everything together as a thinking partner and writer. Or as one of my creative co-working group says – tongue very firmly in cheek – *'If you want magic – go talk to the wise 'witch' at the waterside'...*

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Experience

The Waterside (Swansea) Ltd – Director – 2009 to present

www.thewaterside.co.uk

2015 – present

- Developing The Waterside as a venue (until Covid-19), including coaching, leadership and team development and retreats
- External consulting with charities, public bodies and life science organisations, including for innovation, collaboration and investment
- Clients include: IBI, Swansea University, Welsh Government, Sarum College, Cambrian Ventures, Congregational Federation, Coastal Housing Group, Red Café, Wales Millennium Centre

2012-15

- Consulting and some coaching – external in England and Wales
- Board and leadership development, governance, team and individual leadership coaching, facilitation
- Clients included: Foresight Partnership/GE Healthcare, Royal College of Physicians, Swansea University, CHI+MED, Queen Mary's, Welsh Government, BioWales, Karl Storz Ltd, Merck UK

2009-12

- Leadership development, lecturing and coaching – Wales and England
- Lecturing and workshops for doctors in training, coaching SME business leaders, board and senior team development
- Clients included: Swansea and Cardiff Universities, Telos Partners, LEAD Wales

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Quiet Disruptors – founder – 2018 to present

www.quietdisruptors.com

- *Manifesto for Quiet Disruptors* – in six languages
- Daily blog post
- Author of *Quiet Disruptors: Creating Change Without Shouting*, published by *Waterside Voices*, January 2021, and *Being Seen & Heard... Notes for People Professionals*, eBook published 2021

Welsh Valley Alpacas/The Red Dragonfly Partnership – partner – 2008 to present

www.welsh-valley-alpacas.co.uk

- Breeding herd of around 40 huacaya alpacas
- Development of new form of alpaca textiles
- Stewarding* and rewilding a 40-acre valley, including a mile of watercourse and lake, remnants of a Victorian reservoir, woodland and diverse habitats (*you never 'own' land...)

Swansea Local Health Board – Chief Executive – 2005-2009

- Large commissioning health board, diverse population of 0.25m and £300m budget
- Challenging and complex partnership arrangements
- Public health, commissioning and quality assurance for all services – primary, community, and hospital care
- Regional and national lead for speciality healthcare commissioning, public health and secure mental health services
- Service transformation of mental health, chronic conditions and urgent care

Wokingham Primary Care Trust – Chief Executive – 2001-2005

- Founding CEO for early wave PCT, 140k population and £170m budget.
- Direct provision of community care, out-of-hours services for the whole of West Berkshire and local hospital services.
- Commissioning of all primary and secondary care.
- Reputation for pioneering new forms of service provision, high quality service delivery, clinical collaboration and being a good place to work.
- Regional leadership roles in use of ICT in healthcare, emergency capacity management, academic collaboration and mental health

Wokingham Primary Care Group – Chief Officer – 1999-2001

- Established as transition stage between GP fundholding and PCTs, ready to take on total commissioning and direct provision of community care.

Brookside Group Practice – Strategy Development – 1992-99

- Headhunted to work with the medical partners in the second largest GP practice in the UK to develop their services and capabilities
- Reputation as a leading-edge practice, developing innovative solutions in partnership with others, which informed national strategy and policy

Creative Management Services & Voluntary work – Owner – 1986-92

- Private sector clients including long-term business management for a conservation and countryside company, market research for the

construction industry, project management support for an overseas development organisation

- Voluntary work with the homeless and marginalised in Reading, and church leadership at both local and town level.

University of London and nurse education – senior admin roles – 1984-6

- Royal Holloway College and the West Berkshire School of Nursing

University of Reading – Postgraduate research – 1981-84

- Cross-disciplinary research on the impact of farm diversification on the sustainability of the rural economy and farm household (NB an extension of my MSc research and a little ahead of its time...)

Education and professional development

- BA in Development Studies (first class), University of East Anglia, 1980
- MSc in Agricultural Economics, University of Reading, 1981
- Postgraduate diploma in advanced executive coaching – European/Zurich programme with the AoEC/Middlesex University, 2010
- Fellow of the Royal Society of Arts, 2014 to present
- Myers Briggs Type Indicator practitioner, 2013
- Former Fellow of the Royal Society of Medicine
- Akimbo/Seth Godin workshops (2019-21): The Creatives Workshop, Bootstrappers, Small Business Essentials, Copy Workshop

Personal

- Carer – for several decades, including currently for her physically disabled Downs brother. She also underwent surgery for breast cancer in 2018.
- Board appointments – Trustee, Chair of People & Remuneration, and Deputy Chair of Board of Trustees for the Bible Society, 2012-21

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