



NUST Nomination Statement from Steve Lowthian OBE

Born in Gateshead in 1963 I am a lifelong Newcastle United supporter as are my whole family.

It would be an absolute honour and privilege to be a NUST Board member. With an opportunity to represent and be accountable to all of the amazing supporters of this historic football club with all of its rich history since 1892.

A season ticket holder since 1993, my son joined me in the family enclosure from the age of 5 in 2003. I have had some of my best life memories with my son since then enjoying the passion, the highs and lows of following our club at home and abroad. We unfortunately gave up our season tickets when Rafa left as we really felt we had no hope of getting our club back. Since then, we have been members and managed to get tickets for almost all of the home games (not that easy now). We also travelled to Lisbon last July to watch the team in the friendly against Benfica evoking memories of my sons first European trip in 2013.

I took early retirement in 2019 and believe I now have the time, enthusiasm and commitment to be a successful NUST Board member if elected. I would not champion one group of supporters over another as I believe all fans are equal and deserve to have their voices heard whether they are;

- lifelong season ticket holders
- Away fans with large loyalty points
- Male or female fans
- Disabled
- Concession
- Fans from abroad
- Members
- None of the above but love the club.

They all deserve an opportunity to express their views about the interaction of supporters and the club and I would work tirelessly to achieve a successful outcome. Whilst I recognise that we can't please all of these groups all of the time. I feel we owe it to everyone to provide a safe forum to be heard and strive to achieve the best possible outcome for the majority of fans and importantly explain why we cannot in other situations.

My professional background and skill set would be an asset to the Board. I was a civil servant for 38 years, the last 20 of which I served at a Strategic level for Her Majesty's Revenue & Customs. During that time I was chair or an executive member of different management boards (Operational to

Transformational Change to Financial) dealing with issues that affected thousands of staff, millions of customers and millions of pounds. I am very experienced in dealing with complex or contentious issues which may not secure unanimous agreement at board level but then actively demonstrating my support for the collective decision. I am an excellent communicator both in writing and orally. When HMRC decided to close most of its offices in the North East, I was responsible for developing a communication strategy for 15,000 staff, local media and MPs which I successfully delivered. I am a very experienced public speaker and have frequently had to present to thousands of staff. My final role was as Deputy Director of Finance, Planning and Performance which involved planning a budget of around £400 million, staff of 12,000 and planning the performance and service of Europe's largest contact centre network. I am an experienced data analyst and as Operational Director had the best staff engagement results in HMRC. I would use my engagement / communication skills to drive engagement with our members, the club, other fan groups and the media.

If successful I would like to improve the NUST social media presence to drive up engagement with our members and also reach out to other supporter groups (home and abroad) so that we maximise the potential of our fan base at the same time as the club maximises it's potential.

I am very experienced in working within and following appropriate governance guidelines and operating within the scrutiny of an internal audit and National Audit Office.

I am pragmatic, honest, fair and hard working and would love the opportunity to serve as a board member.

If elected I will work tirelessly to improve the communications between the club – NUST and it's members. I will also look to reach out to all supporter groups to harmonise and maximise our membership and impact for the benefit of all fans.