**About Digital Care Hub**

Digital technology helps care services spend more time caring. It helps the people we support keep control of their lives, and of their care. And in recent months, the need for information to be shared securely and efficiently between health and care services has become even more apparent. But there can be risks – for example how information is kept safe and secure, and what happens if a digital system fails.

This is a shared role across Digital Care Hub (DCH) and Better Security, Better Care (BSBC).

DCH is run by social care providers for social care providers. It is a dedicated platform for providing advice and support to the sector on digital, technology and data protection. BSBC is a support programme to help adult social care providers to store and share information safely through the Data Security and Protection Toolkit (DSPT). The DSPT is a free, online self-assessment for health and care providers to evaluate and improve their data and cyber security.

The BSBC programme supports the sector with resources hosted on DCH and assistance provided by local partners to help care providers complete the DSPT. It’s an ambitious programme with the aim that all CQC registered adult social care services will have completed the DSPT. The programme is delivered by a diverse group of care sector organisations, including many local care associations, with colleagues from the NHS, ADASS and local councils also involved.

About you and the role

We are looking for a someone to join our team as an Communications Officer. You'll play a key role in ensuring the successful delivery of the DCH and BSBC programmes, by providing key support to our national team and Local Support Organisations to enable them to engage with key stakeholders via a range of communication cha, liaising with our partners and grantees and addressing all manner of different challenges. You'll report to the Programme Director.

Here’s a taste of what you’ll do:

**Content creation**

* Support the planning, development and delivery of marketing materials
* Create engaging content, including graphics, audio and video, to support programme delivery and communications plans.
* Assist with the ongoing monitoring of social media, including regular collation and analysis of analytics.
* Help monitor and maintain our website.
* Contribute actively and creatively to content development and communications planning.

**Editorial and copywriting**

* Write clear, accurate and engaging copy for a variety of channels - including for our website, newsletters and social media
* Draft copy for others and review copy written by others.

**Storytelling**

* Support the development of compelling stories and case studies about a range of digital and data security topics.

**Design**

• Design engaging materials for both on and offline use - including, reports, slides, infographics and social media assets.

Perform other job-related duties as assigned

Your skills

**Required**

* Excellent communication skills, written and verbal, and effective at adopting varied communication styles appropriate to audience.
* Experience in all aspects of digital communication including social media.
* Strong collaboration skills, effective at building impactful relationships internally and externally.
* Experience working in both a team and alone, and ability to work on your own initiative.
* Ability to prioritise, multi-task and work to tight deadlines, independently and as part of a team.

**Desirable**

* Knowledge of and experience working in the adult social care provider sector.
* Experience of managing systems.
* Experience of customer relationship management or case management software
* Social media account management
* Article and blog writing
* Knowledge and experience of data protection, data security and cyber security.

**Personal attributes**

• Flexible, adaptable and resilient.  
• Proactive and a self-starter.  
• Ambitious and willing to learn quickly and work outside their comfort zone with a ‘can do’. attitude and a positive response to new opportunities.  
• Commitment to using technology, data and insights to monitor progress and improve.

**Main terms and conditions**

* Part time 21 hours per week fixed term contract to 31st March 2025
* Homebased, 21h with some national travel
* £25,000 - £30,000 pro rata

Next steps

Please submit a CV and a short covering letter to [bettersecurity.bettercare@digitalsocialcare.co.uk](mailto:bettersecurity.bettercare@digitalsocialcare.co.uk) by xx

If you would like an informal conversation about this role please contact [michelle.corrigan@rnha.co.uk](mailto:michelle.corrigan@rnha.co.uk)