

Digital Care Hub

Research and Policy Officer

Job Description

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. Over the last few years, the need for information to be shared securely and efficiently between health and care services has become even more apparent. But this introduces new 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 and the Better Security, Better Care programme which we manage.

Digital Care Hub is run with social care, for social care. The Digital Care Hub provides free information, guidance and support to enable adult social care providers to make the most of digital technology – and to do it safely.

We are an independent, not-for profit, Community Interest Company, guided by care providers, so we understand the needs and challenges facing the diverse range of organisations in our sector.

Better Security, Better Care is a support programme – funded by the Department of Health and Social Care and managed by Digital Care Hub – to help adult social care providers to store and share information safely by using 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 programme is delivered by a central team and our local support organisations across the country. Most of these support organisations are local care provider trade associations. We also work closely with colleagues from the NHS, ADASS, DHSC and local councils.

About you and the role

We're looking for an inquisitive, analytical and collaborative **Research and Policy Officer** to join our growing team.

You'll play a key role in helping Digital Care Hub become the leading source of evidence, insight and practical guidance on digital transformation, data, AI and cybersecurity in adult social care.

Working across our national programmes, you'll design and deliver research projects, analyse policy developments, engage with providers and partners, and translate complex issues into clear, practical resources that help the sector improve. You'll contribute to consultation responses, produce reports and briefings, support national events and webinars, and help us demonstrate the impact of our work.

This is a varied role that combines research, policy development, stakeholder engagement and programme delivery. No two weeks will look the same—you could be facilitating a roundtable with care providers, analysing survey data, drafting a briefing for government, interviewing providers for a case study or helping develop new guidance on AI in social care.

You'll work closely with colleagues across Digital Care Hub and our national partners, taking an entrepreneurial approach to identifying emerging issues, generating insight and turning evidence into action. You'll report directly to the Chief Executive Officer and will have the opportunity to shape the development of our research and policy function as the organisation continues to grow.

Key Responsibilities

Research and Insight

- Design and deliver research projects.
- Develop surveys and analyse data.
- Conduct interviews and focus groups.
- Facilitate provider roundtables.
- Review policy and academic literature.
- Produce evidence summaries.

- Identify emerging issues across digital health and adult social care.

Policy Development

- Draft policy papers and consultation responses.
- Translate research into practical recommendations.
- Produce briefings for government, boards and senior leaders.
- Track developments across DHSC, NHS England, CQC and ICO.
- Support Digital Care Hub policy positions.

Programme Delivery

- Support grant funded programmes.
- Develop guidance and resources.
- Produce webinar materials and case studies.
- Coordinate advisory groups.
- Support monitoring and evaluation.

Stakeholder Engagement

- Build relationships with providers and representative bodies.
- Collaborate with universities, government and sector partners.
- Engage technology suppliers where appropriate.

Communications

- Write reports, briefings and newsletters.
- Draft articles and presentations.
- Support thought leadership.

Monitoring and Evaluation

- Develop outcome measures.
- Analyse programme impact.

- Produce evaluation reports.
- Identify lessons learned.

Person Specification

Essential

- Degree or equivalent experience.
- Experience designing research projects.
- Strong qualitative and quantitative research skills.
- Excellent written communication.
- Ability to explain complex subjects clearly.
- Excellent organisational skills.

Desirable

- Charity experience.
- Knowledge of digital transformation.
- Understanding of AI and cybersecurity.
- Experience evaluating programmes.
- Experience working with government.

Main terms and conditions

- £36,000 per annum including pension.
- Full time fixed term 12 month fixed term contract
- Homebased, with some travel across England
- 28 days annual leave plus Bank holidays

Next steps

Please submit a CV and a short covering letter to recruitment@digitalcarehub.co.uk by 21st August 2026. Applications may close early if high numbers of applications are received.

If you would like an informal conversation about this role please contact Recruitment@Digitalcarehub.co.uk