Independent Chair and Non-Executive Directors

Job Description and Person Specification

Introduction

Digital Care Hub CIC is the leading digital support organisation for adult social care providers in England. We provide practical guidance, resources and leadership to help care services adopt and implement digital technologies safely, efficiently and in ways that improve people's lives.

As digital transformation accelerates across health and social care, Digital Care Hub plays an important role in shaping a future where technology enhances, person-centred care.

Our work includes leading the national Better Security, Better Care programme, supporting thousands of adult social care providers to improve data protection and cyber security, alongside our wider work on digital innovation, emerging technologies and community building.

As a Community Interest Company, we are driven by social purpose and committed to delivering meaningful impact for the sector and the people it supports.

As part of our continued development, we are looking to appoint three new Non-Executive Directors and an Independent Chair to strengthen our Board and help shape the next stage of our growth.

About the roles

We are seeking three Non-Executive Directors and an Independent Chair who can bring independent perspectives, professional expertise, strategic leadership and constructive challenge to our Board.

0808 196 4848 | hello@digitalcarehub.co.uk
digitalcarehub.co.uk

This is an opportunity to contribute to an organisation working at the intersection of social care, technology and social impact, helping us build on our achievements and develop a sustainable future.

You will work alongside fellow Board members and the senior leadership team to provide strategic direction, effective governance and oversight of organisational performance.

All four appointees will become registered directors of Digital Care Hub CIC, sharing collective responsibility for the governance and long-term sustainability of the organisation.

For our three Non-Executive Director appointments, we are particularly interested in individuals with expertise in one of the following areas:

- **Legal:** Corporate governance, legal compliance, contracts and regulatory risk.
- **Human Resources:** People strategy, organisational development, employment practices and culture.
- **Commercial Finance:** Commercial strategy, income diversification, business development and financial sustainability.

For our Independent Chair appointment, we are looking for an experienced strategic leader who can develop an effective Board and support the organisation through its next stage of growth. Candidates for this position are not required to have expertise in any of the three specialist areas.

We welcome applications from individuals across a broad range of sectors and professional backgrounds. For our Non-Executive Director positions, we welcome both experienced Board members and individuals seeking their first Board appointment who can demonstrate relevant senior-level expertise and sound judgement.

Key responsibilities

All four appointees will share responsibility for:

- Contributing to the strategic direction and long-term development of Digital Care Hub, ensuring our activities remain aligned with our social purpose.

- Providing independent oversight, constructive challenge and support to the senior leadership team.
- Ensuring effective governance, risk management and compliance with relevant legal and regulatory requirements.
- Monitoring organisational performance, financial sustainability and progress against strategic objectives.
- Supporting the development of sustainable business models, partnerships and opportunities for growth.
- Bringing professional expertise and independent perspectives to Board discussions and decision-making.
- Promoting a culture of transparency, accountability, inclusion and continuous improvement.
- Acting as an ambassador for Digital Care Hub, supporting our reputation, relationships and influence across the sector.
- Exercising the statutory duties of a company director, acting in the best interests of the organisation and its community purpose.

The Board provides strategic oversight and governance rather than day-to-day operational management.

Roles and expertise

Independent Chair

We are looking for an experienced, independent leader to chair our Board and support the strategic development of Digital Care Hub.

You will provide effective Board leadership, champion good governance, facilitate constructive challenge and work closely with our CEO to support the organisation's ambitions and long-term sustainability.

You will play an important role in developing the effectiveness of our Board, drawing on the collective expertise of its members and ensuring the organisation benefits from strong, independent governance.

In addition to the shared responsibilities of all directors, you will:

- Lead the Board and ensure it operates effectively, collaboratively and in line with its governance responsibilities.

- Work with the CEO to shape Board agendas and ensure sufficient attention is given to strategic priorities.
- Build a productive relationship with the CEO, providing appropriate support, challenge and accountability.
- Ensure all Board members can contribute effectively and that different perspectives inform decision-making.
- Support the ongoing development, effectiveness and succession planning of the Board.
- Represent Digital Care Hub externally where appropriate, supporting its strategic relationships and reputation.

We are particularly interested in individuals with experience of Board leadership, organisational growth, strategic development and navigating complex environments.

We welcome candidates from a wide range of sectors and professional backgrounds. Expertise in legal, human resources or commercial finance is not a requirement for this appointment.

Non-Executive Directors

We are recruiting three Non-Executive Directors with complementary professional backgrounds who can strengthen the collective expertise of our Board.

Non-Executive Director: Legal

We are looking for an experienced legal professional who can support the Board in navigating the legal, regulatory and governance considerations of a growing Community Interest Company.

Relevant experience may include corporate governance, company law, commercial contracts, regulatory compliance, intellectual property and legal risk management.

A professional legal qualification is desirable, alongside experience providing strategic legal advice at a senior level.

Non-Executive Director: Human Resources

We are looking for an experienced HR or people leader who can provide strategic insight into organisational development, workforce planning and people governance.

Relevant experience may include strategic HR leadership, employment practices, organisational culture, change management, leadership development and workforce-related risk.

Experience operating at senior leadership or Board level, or advising executive teams on strategic people matters, would be particularly valuable.

Non-Executive Director: Commercial Finance

We are looking for an experienced commercial or financial leader who can help shape Digital Care Hub's long-term financial sustainability and support the development of new opportunities.

Relevant experience may include financial governance, commercial strategy, financial modelling, income diversification, business development and the development of sustainable business models.

Experience in social enterprise, technology, health, social care or other purpose-driven organisations would be advantageous.

About you: Skills and experience

Across all four appointments, we are looking for individuals who can demonstrate:

- Experience contributing to strategic decision-making at senior management, executive or Board level.
- Strong analytical skills and the ability to understand complex organisational challenges.
- Sound judgement, integrity and a commitment to effective governance.
- Confidence to provide constructive challenge while working collaboratively with others.
- Excellent communication and relationship-building skills.
- An understanding of financial accountability, organisational risk and the responsibilities of company directors, or a willingness to develop this knowledge.
- An interest in digital transformation, social care and the potential of technology to improve people's lives.

For the Independent Chair, we are also looking for:

- Experience of Board leadership and effective governance.

- The ability to lead strategic discussions, manage differing perspectives and facilitate effective decision-making.
- Experience supporting senior leaders and organisations through growth, development or change.
- A strong understanding of the relationship between the Board and executive leadership.

For the three Non-Executive Director appointments, we are looking for significant professional expertise in at least one of the identified specialist areas.

Previous Non-Executive Director experience is desirable but not essential for the three specialist appointments. Previous Board leadership experience is expected for the Independent Chair.

Experience of working within adult social care is not essential for any of the four appointments.

Personal attributes

- Committed to Digital Care Hub's mission and social purpose.
- Independent-minded, thoughtful and willing to challenge constructively.
- Collaborative and respectful of different perspectives.
- Strategic, curious and open to new ideas.
- Comfortable working in a developing organisation with ambitious plans.
- Committed to equality, inclusion and person-centred approaches.
- Willing to contribute time, expertise and professional judgement to support the organisation's success.

We are committed to equality, diversity and inclusion and recognise the value of lived experience alongside professional and technical expertise. We particularly welcome applications from people with lived experience of care and support, disability or digital exclusion, and those whose perspectives are underrepresented in Board-level decision-making.

Terms and commitment

- **Position:** Independent Chair or Non-Executive Director, Digital Care Hub CIC.
- **Appointment term:** Three years, with the option to extend for an additional term, subject to the organisation's governance and appointment processes.

- **Remuneration:** Unpaid voluntary appointment, with reasonable expenses reimbursed.
- **Location:** UK-wide, primarily remote, with occasional in-person meetings.
- **Time commitment:** Attendance at scheduled quarterly Board meetings, preparation and occasional additional meetings or strategic discussions. The Independent Chair will have additional commitments, including regular engagement with the CEO, Board agenda planning and oversight of Board effectiveness.
- **Director status:** All appointees will be registered as company directors at Companies House and will be subject to the statutory duties and responsibilities of directors under the Companies Act 2006 and the requirements applicable to Community Interest Companies.

Appointments will be made in accordance with Digital Care Hub's Articles of Association and relevant governance processes, including appropriate due diligence and declarations of interest.

Next steps

If you are interested in joining our Board, please submit a CV and a short covering letter outlining your relevant experience, which of the four positions you are applying for and what you would bring to Digital Care Hub.

Please send applications to hello@digitalcarehub.co.uk by 5 January 2027.

If you would like an informal conversation about the role or the work of Digital Care Hub before applying, please contact us using the same email address.

Digital Care Hub is committed to equality, diversity and inclusion. We welcome applications from people of all backgrounds and particularly encourage those whose experiences and perspectives are underrepresented in organisational leadership and governance.