



Central London Community Healthcare NHS Trust



Appointment of Chief Digital Officer

Saxton Bampfylde

June 2026 Reference ZAWLH

Welcome

Dear Candidate,

The NHS is changing, and as an organisation we are at the forefront of this change.

You will note from our Trust strategy that the organisation firmly sees that its role is both as a strong effective provider of services and also the vehicle by which we will transform and shape the way healthcare is provided. Our transformation as an organisation therefore underpins the premise that to deliver effective change, we ourselves must also change. To this end, we are recruiting for the first time a Chief Digital Officer to join the Board.

I envisage this role working across our three different change paradigms.

- **Doing Things Well**
 - Making sure that our digital and technology use are fit for purpose in a changing environment, that they are accessible and meet the needs of our service users and staff.
- **Doing Things Better**
 - Making the Trust a digital exemplar, embedding technology and reporting in a live, logistically complex environment, ensuring that we maximise our productivity and resource allocation.
- **Doing Better Things**
 - Driving forward our plans to understand how we are impacting on the health of our communities.

This is an exciting time for the delivery of our strategy. The announcement of Advanced Foundation Trust status, signals that we are well run organisation that wishes to change the way we deliver effective care. I am looking for a colleague who understands that to do this we must move quickly to realise the types of change that will positively impact on our staff and communities. You will be able to demonstrate that you have a strong track-record of delivery and performance, and the credibility to embed new ways of working. I am expecting that you will work to not only deliver for the Trust, but also with and for our partners and our sector. The Board and I will also support you to deliver locally and have a strong voice at a regional and national level, something that we have been proud to do on a number of initiatives, including virtual wards as well as neighbourhood health. The Trust has been a frontrunner across these initiatives, and this person will enable us to do the same across this portfolio and these initiatives. The first of these is to be the sector operational lead for our work with colleagues on Health Data for London engaging colleagues to build a world class model of data and digital use. At the same time, you will also be working with colleagues to maximise our electronic patient records to ensure that these are fit for purpose, accessible and built to deliver on our patient and business needs.

As a collaborative colleague you will work to promote our values of Accountability, Inclusion, Compassion and Empowerment. In doing this you will help us build an ever increasingly robust organisation, where our staff are valued and are able to deliver. You will help us shape what our patients expect in modern healthcare, and in doing so, will celebrate the impact that you have had for the people that we serve.

I look forward to delivering a new NHS,

Kind regards,



James Benson
Chief Executive Officer

Central London Community Healthcare NHS Trust



About

Central London Community Healthcare NHS Trust (CLCH) was established in 2008 as a community services provider and formally became an NHS trust in 2010. Our 5,300 staff care for patients across 14 London boroughs and Hertfordshire, helping them to stay well, manage their own health and avoid unnecessary trips to, or long stays in, hospital. We provide care and support for people through every stage of their lives from health visiting for new-born babies through to community nursing and palliative care for people towards the end of their lives.

We remain committed to improving the care we provide. We have maintained an overall Good rating by the Care Quality Commission (CQC).

In line with our new Trust Strategy 2025-30, Healthy Neighbourhoods, Thriving Communities and the Government's 10 Year Health Plan, we are actively supporting the development of a flourishing neighbourhood health service. We are committed to moving beyond traditional healthcare delivery to improve population health outcomes for entire communities, reducing health inequalities, and addressing the wider factors that affect health. Achieving this requires working closely with communities, partner organisations, and healthcare professionals to provide more effective, preventive, and inclusive care. To learn more, click here: <https://clch.nhs.uk/about-us/news/clch-launches-new-five-year-strategy-healthy-neighbourhoods-thriving-communities>.

Our vision: to deliver great care closer to home

Our mission: to enable thriving communities that give our children the best start in life and adults greater independence

In 2025, we refreshed our organisational values. These values have been developed by staff, for staff, through a series of staff engagement sessions, and reflect how we work together, collaborate with our partners, and deliver care to the communities we serve. They underpin the cultural shift we need to achieve our mission and to make the neighbourhood health service a reality. Our values are:



What we do

We deliver a wide range of physical healthcare in community settings and in people's homes, offering more than 100 clinical services.

Our services include:

- Adult community nursing; district nursing, community matrons and case management
- Children and family services including health visiting, school nursing, community nursing, speech and language therapy, blood disorders and occupational therapy
- End of life care, supporting people to make decisions and receive the care they need at the end of their life
- Long-term condition management, supporting people with complex ongoing health needs caused by disability or chronic illness
- Rehabilitation, neuro-rehabilitation and therapies including physiotherapy, occupational therapy, foot care, and speech and language therapy
- Specialist services, including delivering care for people living with diabetes, heart conditions, Parkinson's, and haemoglobinopathies, as well as homeless health services, community dental services, sexual health and contraceptive services
- Walk-in and urgent care centres

Many of our services are open seven-days-a-week and our community nursing, inpatient rehabilitation and palliative care units offer 24-hour care.

Our new strategy commits us to not only delivering excellent services, but also towards actively shaping integrated neighbourhood services, improving population health outcomes, and working with our partners to address the wider determinants of health. This includes high-quality community services, sustainable primary care services, and working closely with our mental health colleagues, wider partners and patients as active partners in their care. We embrace our role in this context as a key integrator across organisations, responsible for strengthening relationships between partners and supporting the practical operations needed for effective collaboration.

Advanced Foundation Trust Status

We have been successfully assessed by NHS England and awarded advanced foundation trust (AFT) status which is a national marker of excellence that recognises strong leadership, high performance and effective governance. This is a significant moment for CLCH because advanced foundation trust status will enable greater strategic and operational autonomy, a streamlined approach to annual planning, greater financial flexibility, and a regulatory relationship that recognises the Trust's strong leadership capability. This means the Trust can focus more of our time and resources on what matters most: supporting our patients to receive great care closer to home.

Where we work

CLCH delivers a wide range of community healthcare services across 14 London boroughs and Hertfordshire. We are an active partner in all our systems, supporting our three ICBs to deliver their statutory obligations and working to integrate services locally at place-level.

We are part of 14 place-based partnerships and in 2025, we were appointed to host the integrator arrangements for four of these. In this role, we bring together partners across health, social care and the voluntary and community sector to design and coordinate neighbourhood based, proactive, and connected care.

The Role

The Chief Digital Officer (CDO) plays a pivotal role in the Trust's leadership team providing vision, professional leadership and strategic direction in the delivery of the Trust's aims and improvements in digital quality, technology, efficiency and effectiveness. The CDO reports directly to the Chief Executive Officer. They will be the lead expert responsible for delivery of the digital agenda at the Trust, leading the use and adoption of new digital technologies and approaches including AI, deploying digital and information benefits to gain productivity, enhance the working lives of colleagues and deliver improved patient experience. They will transform not only how we work, but how our estate can best serve both staff and patients. They will be able to work collaboratively with multi-professional clinical teams and administrative teams across all sites across the Trust.

The CDO will line manage and support the CIO and the information teams to ensure rapid delivery and implementation of the Trust strategy and will be responsible for the delivery of technology in the Trust. Externally, They will work with system partners to drive forward ICB, regional and national agendas and lead the Trust to be a digital exemplar in out of hospital care.

The CDO will be accountable to the CEO and the Board for the delivery and management of the performance of Trust side and outsourced IM&T and digital services. They will ensure that there a robust plan in place for day-to-day delivery of IM&T ad Information management. They will be the Executive Board lead and be accountable for the management of all IM&T, information and digital transformation, ensuring effective risk management is in place for delivery and business continuity.

The CDO, working with Executive colleagues will ensure that there are robust transformation plans and delivery, working with system partners to ensure collaborative delivery. As the Trust develops, the CDO will lead on the creation of unified data, bringing together insights from across the Trust to ensure delivery of robust health and care.

The CDO will lead, manage and develop a directorate that is customer focused, improving the Trust's way of working through innovative and practical digital solutions engaging at all levels of the Trust.



Main Duties and Responsibilities

Leadership and Management

- To take accountability for, and drive delivery of, agreed programmes of work to provide leadership and direction to the Trust Digital and Information workforce.
- Work with and provide professional leadership to the Chief Clinical Information Officer, and direct reports, to ensure liaison between the clinical disciplines within the Trust, (IT, Digital and Business Intelligence) and provide leadership and guidance in this area, demonstrating wide knowledge of data protection, information governance, statistics and the effective use of data to achieve reliable intelligence.
- To embrace and promote staff engagement with the digital agenda.
- To be responsible for budgetary management of the Digital functions, ensuring opportunities for cost improvement, efficiency, and effectiveness are maximised within both the IT structure and wider organisation.
- To measure return on investment/benefit realisation for digital projects, fine-tuning approaches as needed to ensure that the Trust is investing in the appropriate tools and resources.
- Develop effective working relationships with commissioners and local stakeholder organisations including ICB's, local authorities and universities.
- Contribute actively to the leadership of the trust as an Executive Director and member of the Executive Leadership Team.
- Support the Trust to be a National Exemplar, acting and championing at a national and regional level the work of the Trust the sector and our partners.

Information Technology, Information Management and Information Security

- Lead the development and implementation of the Trust's Digital vision and strategy, and strategy and champion the use of digital technology and practices responsible for the maintenance and modernisation of the ICT infrastructure, identifying and mitigating any risks.
- Strategically lead the implementation of the EPR system, ensuring clinical engagement is maintained and full benefits for patients are achieved.
- Responsible at the Board for information management and information security, and to be the Trust Senior Information Risk Owner (SIRO), ensuring that the management and mitigation of risk within the Trust is effective.
- Identify and effectively manage information governance related risks and information and cyber security issues, communicating the importance of this across the Trust and engendering a collective responsibility.
- Ensure that the Trust's digital related policies (including information risk management, cyber-security, and business continuity) are contemporary and compliant with relevant regulation and guidance.
- Provide expert advice to the Chief Executive and Trust Board relating to Digital and Information issues, in particular highlighting both potential risks and opportunities for improving patient care and safety and Trust performance. This will be done in collaboration with the CIO.
- Ensure that digital initiatives are fully integrated with annual planning processes. This will require a view on multi-year planning and resource allocation, in the use of capital.

Digital Transformation and Innovation

- Responsible for the development and delivery of a Trust Digital Transformation vision and strategy which also promotes digital skills and digital inclusion, ensuring it is aligned with the Trust's strategic direction.
- Drive digital reform and support organisational change, innovation and excellence. This will include working at a regional and national level with partners to drive digital delivery of neighbourhood health
- Manage the ongoing development of access to data for research, maintaining the highest standards of security and confidentiality.
- Participate in national initiatives and forums to raise the profile and reputation of the Trust as a digital exemplar and to influence policy and funding allocations for the benefit of the Trust, its health and care partners and patients.
- Work collaboratively across the Trust, its partners and the wider ICS to champion proactively digital transformation.
- Working and regional and National levels to demonstrate the capability and emerging skills of the sector in digital transformation and change.

Data and Analytics

- Responsible for enabling a business intelligence led organisation – clinically and operationally. This will include but not limited to use of information for operational clinical and planning purposes, and specifically to support the strategic commissioner to transform models of care and payment mechanisms.
- Ensure that accessing, processing, reporting and presentation of information is underpinned by the requirement to provide high quality business intelligence that supports effective decision-making and quality improvements.
- Drive digital innovation as a change agent to enable clinically/professionally led digital transformation and to move the organisation to be data driven.
- Enable the delivery of neighbourhood healthcare, but healthcare while supporting systems within and without the Trust to understand the health and care needs of our populations, and how we are delivering against our ambitions. This will include the delivery of a neighbourhood data set in all the places that the Trust operates.

Staff Management

- Provide strong leadership to direct reports ensuring that effective management and performance systems are in place, leading staff working within and across multiple directorates.
- Promote best practice and seek opportunities for the retention of clinical staff ensuring development and succession planning to enhance job satisfaction.
- Line manage all direct reports, this includes recruitment selection, performance management, and identification of training and development needs, in accordance with the employment policies and practices of the Trust.
- Ensure that the workforce reflects the diversity of the local population is inclusive and diverse, and the Trust is an equal opportunities employer.
- Develop clinical and management staff within the Divisions to ensure they perform at the highest level.
- Challenge conventional approaches and drive forward change when needed demonstrating a commitment to creating a learning organisation culture to deliver continuous improvement.

Budget Management

- Working with the Director of Finance, ensure that there are robust arrangements in place for the effective management of resources through the post holder's area of responsibility in line with trust policies and procedures.
- Manage all pay and non-pay budgets within the post holder's area of responsibility ensuring that this is within the Trust's financial systems and procedures and the Standing Financial Instructions.
- Work with the Director of Finance and other colleagues to continue to implement service line reporting, contract-based budgeting and management and embed this way of working across the organisational structures.
- With the CFO, develop a data infrastructure that supports cost effective delivery and commissioning.
- Work with national teams to ensure increasing funding into the Trust and partners to deliver upon the digital agenda, leveraging capital investment and being able to describe the impact of this investment.

General requirements for Executive Directors

- To always maintain the confidence of the Chief Executive Officer in the delivery of their role.
- To always maintain the confidence of the Board in the delivery of the role.
- Participate in the executive on call rota.
- Have responsibility for the health, safety and welfare of staff and others and to comply at all times with the requirements of the Health and Safety Regulations.
- Promote a strong and proactive commitment to continuous improvement and the culture of compassionate leadership.
- To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- To work in accordance with the Trust's policy to eliminate unlawful discrimination and promote good race relations and diversity in the workplace. To positively promote at all times equality of opportunity in employment for patients and staff in accordance with the Trust's policies, to ensure that no person receives less favourable treatment than another on the grounds of age, disability, race, nationality, ethnic or national origin, gender, religion beliefs, sexual orientation, domestic circumstances, social and employment status, HIV status, gender re assignment, political affiliation or trade union membership.
- To comply with the CLCH Trust No Smoking Policy.



Person Specification

Education/Qualification

Essential

- Educated to master's level or equivalent senior-level experience in digital, informatics, technology management, or a related field.
- Evidence of continuous professional development in digital transformation, leadership, or information governance;

Desirable

- Formal training in programme management, change management, or executive leadership.
- Relevant professional membership (e.g., BCS, CHIME, FEDIP). If the appointed CDO does not have this, they will be expected to attain relevant professional membership when appointed.

Experience

Essential

- Extensive Board/senior leadership experience in digital, information management, or technology within a complex organisation.
- Proven track record of delivering large-scale digital transformation programmes.
- Experience leading multi-disciplinary teams, including IT, digital, business intelligence, and clinical informatics.
- Experience working with to deliver shared digital agendas. (In this case, the CDO would work with system partners including ICBs, local authorities, regional/national bodies.)
- Demonstrable experience managing significant budgets and ensuring cost-effective digital investment.
- Experience acting as a senior information risk owner or equivalent, with responsibility for information security and cyber risk.
- Evidence of driving organisational change, innovation, and digital adoption at scale.
- Experience presenting at Board level and providing expert digital advice to senior executives.

Desirable

- Experience contributing to national digital policy or participating in national digital forums.
- Proven track record of delivering Electronic Patient Record (EPR) implementation.



Skills and Knowledge

Essential

- Deep understanding of digital strategy, emerging technologies (including AI), and their application in healthcare settings.
- Strong knowledge of information governance, cyber security, and risk management frameworks — the JD emphasises responsibility for “information governance related risks and information and cyber security issues”.
- Understanding of business intelligence, analytics, and data-driven decision-making.
- Knowledge of, or interest in, neighbourhood and population health data models.
- Understanding of capital planning, multi-year digital investment, and benefits realisation.
- Awareness of national NHS digital strategies, standards, and regulatory requirements.
- Demonstrated ability to see the big picture and provide useful operational and strategic input to policy, strategies, implementation plans and decision-making at organisation-wide level;
- Builds productive working relationships and strategic partnerships with a range of stakeholders, demonstrating self-awareness, perception and a collaborative approach;
- Strong effective communicator in writing, business presentations and in interpersonal communication;
- Ability to provide visionary digital leadership and inspire teams across clinical and corporate functions.
- Strong strategic planning skills, with the ability to translate organisational goals into digital programmes.
- Excellent communication and influencing skills, with the ability to engage clinicians, executives, system partners, and national bodies.
- Ability to manage complex stakeholder environments and build effective partnerships.
- Skilled in analysing and interpreting complex data to support decision-making.
- Ability to drive cultural change and promote digital inclusion and digital skills across the workforce.
- Strong financial acumen, including ROI analysis, cost improvement, and resource prioritisation.
- Ability to act as a change agent, promoting innovation and continuous improvement
- Ability to manage risk, ensure business continuity, and maintain high standards of information security.

Key Attributes

Essential

- Compassionate, inclusive leadership style aligned with the Trust values
- Commitment to equality, diversity and inclusion, ensuring the workforce reflects the diversity of the local population .
- High levels of integrity, professionalism, and personal resilience.
- Ability to challenge conventional approaches and champion innovation.
- Politically astute, with the ability to navigate complex organisational and system-level environments.
- Ability to maintain the confidence of the CEO and Board at all times
- Ability to set out a clear strategic direction, inspire and engage others, together with an ability to translate strategic objectives into deliverable operation plans;
- Highly developed leadership, negotiation and influencing skills with the ability to motivate, challenge and engage individuals and teams.

Terms of Appointment

Post Title: Chief Digital Officer

Nature of appointment: Permanent

Pay Band: Very Senior Manager (VSM)

Basic salary for full time hours of work: £163,000, reviewed regularly

On Call arrangements: As per Director on call requirements

Place of work: 15 Marylebone Road. The postholder will be required to travel to all sites and services as and when required.

Contracted hours per week: Full time – 37.5 hours per week

Annual leave entitlement/General Public Holidays:

- On appointment to NHS: 27 days + 8 days BH
- After 5 years NHS services: 29 days + 8 days BH
- After 10 years NHS services: 33 days + 8 days BH

Minimal notice period for employee and Trust: 3 months

Occupational Sick Pay: Occupational Sick Pay is available and is based on reckonable NHS service as follows:

- During the first year of NHS service: 1 month full pay and 2 months half pay
- During the 2nd year of NHS service: 2 months full pay and 2 months half pay
- During the 3rd year of NHS service: 4 months full pay and 4 months half pay
- During the 4th and 5th years NHS service: 5 months full pay and 5 months half pay
- After 5 years NHS service: 6 months full pay and 6 months half pay

Pension: From 1st July 2013 all CLCH workers are required to be automatically enrolled into a pension scheme. This is in line with the Government's new workplace pension reforms.

The Trust has two qualifying Pension Schemes that are available to certain categories of job holders:

- The NHS Pension Scheme and National Employment Savings Trust - NEST [for those categories of job holders that cannot join the NHS Pension Scheme].
- The Social Security Act 1986 gives you the right to make your own arrangements for a personal pension and opt out of the NHS Pension Scheme.

You will automatically become a member of the NHS Pension Scheme or NEST on joining the Trust.

Unless you opt out of the scheme your pay will be subject to deduction of pension contributions in accordance with the NHS Pension Scheme or NEST.

Details of the NHS Pension Scheme can be found on the NHS Pension website: [NHS Pensions | NHSBSA](#)

Fit and Proper Person

The Trust's regulator requires a number of specific background checks to ensure that those we appoint are "fit and proper" people to hold these important roles. More information can be found on NHS England website: [NHS England » NHS England Fit and Proper Person Test Framework for board members](#).

How to Apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Central London Community Healthcare NHS Trust on this appointment.

Candidates should apply for the role through our website at roles.saxbam.com using code **ZAWLH**.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring* form.

The closing date for applications is **noon on Monday 06 July 2026**.

Process dates:

- **Friday 24 July 2026:** Stakeholder Engagement Session (virtual via Teams)
- **Tuesday 11 August 2026:** Executive Stakeholder Session and Panel Interview (in person at CLCH)

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.

- [Read our guide to writing cover letters](#)

