

**TURNING
POINT**
inspired by possibility



Chief Information Officer

Candidate Pack
August 2026



Saxton Bampfylde

Introduction

I'm Julie, I've been part of Turning Point for over 17 years, taking up the role of Chief Executive in April 2020 having previously been Group Managing Director. I consider it an absolute privilege to be able to lead such a rewarding and inspiring organisation which is full of committed and driven people.

What we do here is about far more than delivering services. Every day, our work enables people to live the lives they choose, tackling health inequalities and creating lasting impact across communities. As demand for our support grows, so too does our ambition: to reach more people, in more places, and to continually strengthen the quality and sustainability of what we offer.

We are a growing organisation, securing exciting new contracts and are an organisation of over £200m turnover. With this scale and opportunity comes complexity. Technology, data and digital innovation are fundamental to how we operate, how we support our people, and how we continually improve outcomes for those who rely on our services. As we continue to grow, we are navigating an increasingly complex landscape, while remaining focused on delivering high-quality, person-centred support for some of the most vulnerable people in society.

This is where our Chief Information Officer will play a vital role. As a member of the Executive Team, you will steer the strategic direction of digital, data and technology across Turning Point, ensuring these capabilities become powerful enablers of our organisational ambitions. You will help us balance innovation with practicality, drive transformation at scale, and further enhance the foundations that allow our services, our people and the communities we support to thrive in the years ahead.

Our success ultimately rests on how we lead, engage and support our people to be the very best versions of themselves. It is through this collective leadership that we achieve the most meaningful outcomes for the people we support

If you share our values, our passion and our belief in what is possible, I would be delighted to welcome you to our Board and to this next chapter of Turning Point's journey.



Julie Bass
Chief Executive

About us

Our History

Turning Point began in 1964 as the Helping Hand Organisation, founded by London businessman Barry Richards. Its first initiative, the Camberwell Alcohol Project, was strategically located near Maudsley Hospital, a hub for pioneering psychiatric and addiction research. This early focus on community-based, residential support for people with alcohol dependency laid the foundation for Turning Point's enduring ethos: that recovery is possible when people are supported with empathy and expertise.

By the late 1960s, Turning Point expanded into drug support services, opening Suffolk House in Uxbridge and launching the UK's first residential rehab for people using prescribed drugs. The 1970s saw further growth, including the introduction of flatlet schemes for people in recovery and the establishment of services outside London, such as Ascot House in Oldham and the Smithfield Project in Manchester.

In 1979, the organisation rebranded as Turning Point to better reflect its evolving mission. The 1980s brought innovation with the launch of Drugline, a telephone helpline, and pioneering needle exchange services. Turning Point also began supporting people with mental health needs and those from Black and minority ethnic communities.

The 1990s and early 2000s marked a period of diversification and advocacy. Turning Point opened services in prisons, launched outreach projects for people with co-occurring mental health and substance use issues, and became a housing association. It also contributed to national policy through research and community engagement, such as the Connected Care methodology.

In the 2010s, Turning Point embraced digital transformation and social enterprise principles. It introduced ARROW, a self-directed recovery tool, and launched Rightsteps to support workplace mental health. The organisation also expanded its services to include sexual health, integrated wellbeing, and crisis support. During the COVID-19 pandemic, Turning Point adapted quickly, maintaining essential services and shifting to remote support where necessary. Initiatives like Rightsteps offered affordable online therapy, and facilities like Smithfield remained open to serve vulnerable communities.

Today, Turning Point supports over 200,000 people annually across the UK. With over 5,300 colleagues – many with lived experience – the organisation continues to champion inclusive, person-centred care. We measure the success of our organisation by the positive impact we can make to those in need. From its humble beginnings to becoming a national leader in health and social care, Turning Point remains, as ever, inspired by possibility.



What we do

Our make-up

Turning Point specialises in supporting people with complex health and social care needs. Our services are designed around the individual, with a strong emphasis on person-centred support, prevention, recovery, independence and community inclusion. The organisation aims not simply to provide support, but to enable people to build the skills, confidence and resilience needed to lead the lives they wish to live.

Our core service areas include:

- Learning Disabilities – supported living, residential care, outreach support, community participation, employment support and services that help people live independently and achieve their personal goals.
- Mental Health – community mental health services, talking therapies, crisis support, recovery-focused interventions and wellbeing services.
- Public Health and Substance Use – drug and alcohol treatment, recovery programmes, harm reduction services and specialist support for people affected by addiction. Sexual Health – HIV prevention and support, sexual health clinics, testing services and wider sexual wellbeing initiatives.
- Rightsteps – direct support through digital tools and therapy to enable people to stay well in work, contracted directly to an array of organisations.

Turning Point has evolved its structure to bring services together in ways that better meet people's needs. Internally, our products are organised into two broad service groups: Community-Based Services and Accommodation-Based Services. This structure is intended to encourage joined-up support, reduce organisational silos and help people move seamlessly between different forms of support when their needs change. Alongside these service groups, Turning Point retains its distinct market specialisms. These areas have their own strategic priorities and professional expertise while working within the wider organisational framework.

Increasingly, Turning Point positions itself as a partner in delivering preventative, community-based health and social care – with a growing emphasis on prevention, neighbourhood services, social value, community engagement and helping people achieve better outcomes before problems escalate.



Our year in numbers

IN 2025-26



Turnover
£206.6m



Total number of people supported by our sexual health services
17,449



Total number of people supported
213,498



Total number of people supported by our learning disability services
1,205



Total number of people supported by our mental health services
64,579



Number of peer mentors
245



Total number of people supported by our drug and alcohol services
119,863



Total number of volunteers
69



Total number of people supported by our healthy lifestyle's services
10,402



Percentage of employees with lived experience of the issues facing people we support for themselves or as a carer*
58%



Number of colleagues
5,322



Regulated services rated Good or Outstanding by CQC
94%



Total number of locations
270

* Based on Colleague Engagement Survey 2025 responses

Governance

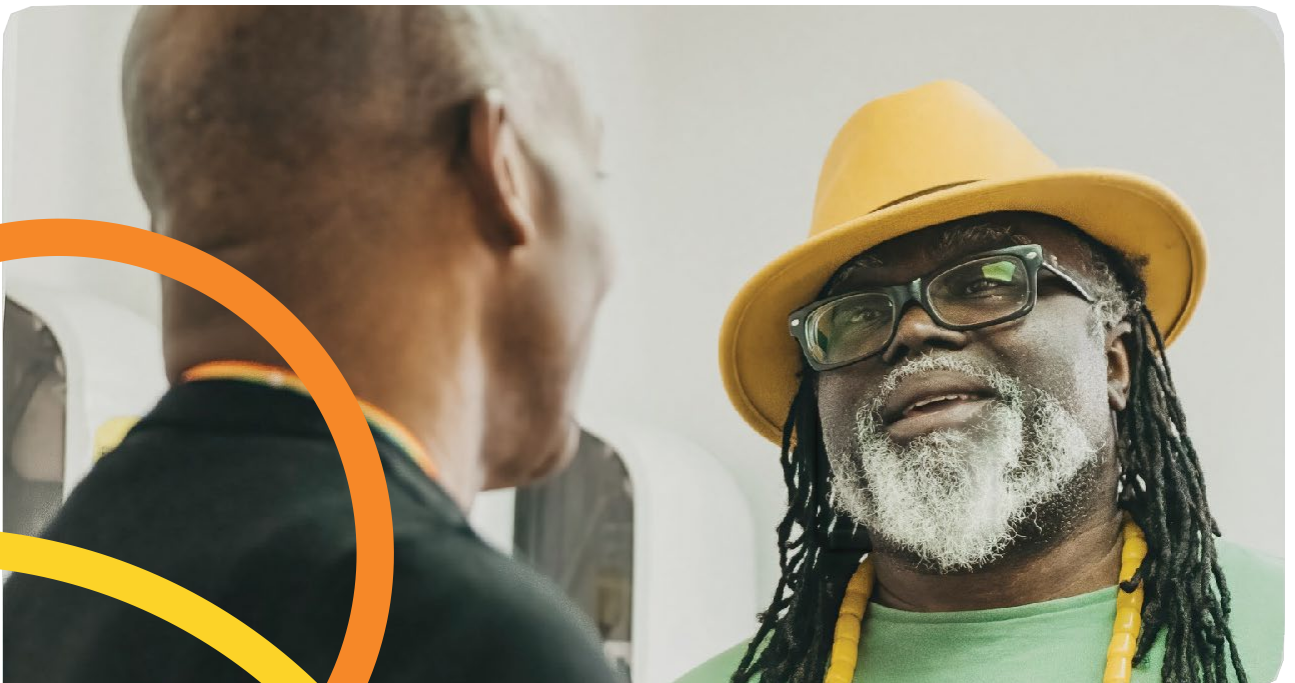
Turning Point's Board of Directors are also trustees for the purpose of charity law and we operate as a unitary board, where five non-executive and four executive directors (including the CIO) share collective responsibility for the organisation's vision, strategy, and performance.

The Operating Board, providing strategic oversight, consists of the Chief Executive, Chief Operating Officer, Chief Finance Officer, Chief People Officer, Chief Information Officer, Director of Quality and Risk, Director of External Affairs and Marketing, and Director of Corporate Governance. This team sets and monitors Turning Point's mission, values and long-term goals. It ensures robust risk management through effective internal controls, and effective health & social care outcomes through quality assurance.

Operational leadership is delivered through national and regional service leads, supported by specialist functions in people, finance, technology, digital and quality.

We operate a matrix model that balances national consistency with local responsiveness. This enables us to scale innovation, maintain high standards, and remain agile in a changing commissioning landscape.

Our governance framework supports clear accountability while fostering collaboration across functions and geographies.



About the role

The Chief Information Officer (CIO) is an Executive Director on our main Board and a key member of the Operating Board Team, accountable for leading Turning Point's digital, data, AI and technology strategy to enable high-quality, sustainable services.

The CIO will drive organisation-wide transformation, ensuring technology, data, AI and digital innovation are embedded into service delivery models, improving outcomes for the people we support while strengthening operational efficiency and financial resilience within a contracting growth context.

This role is critical in positioning Turning Point to respond to sector challenges and opportunities over the next 3–5 years, including workforce pressures, regulatory requirements, increasing demand, and the need for more integrated, data-driven, and digitally-enabled support.



Strategic accountabilities

Digital & Technology Strategy

- Deliver an integrated Digital, Data and Technology Strategy aligned to Turning Point priorities and service delivery models
- Ensure the strategy is translated into a prioritised, deliverable roadmap with clear outcomes and measurable benefits
- Ensure technology is a strategic enabler of growth, quality, and innovation, not just operational support

Digital Transformation & Service Innovation

- Lead organisation-wide digital transformation, embedding technology into frontline services and operational pathways
- Partner with operational and clinical leaders to ensure co-design, adoption, and measurable impact

Data, Insight & Decision-Making

- Lead a data and analytics strategy, enabling insight-driven decision-making at all levels
- Establish data as a strategic asset to improve outcomes, performance, and commissioning credibility
- Ensure robust data governance, quality, and accessibility across the organisation

Executive Leadership & Governance

- Contribute as a full member of the Operating Board Team, providing constructive challenge and strategic insight
- Lead governance of technology decisions, ensuring alignment with organisational priorities
- Maintain visibility of external trends to inform strategic direction
- Act as the Senior Information Risk Officer (SIRO) for the organisation

Technology Platform, Architecture & Modernisation

- Reduce technical debt, legacy systems and ensure systems are interoperable across a range of service delivery environments
- Agree and govern enterprise architecture to support long-term organisational needs

Cybersecurity, Risk & Organisational Resilience

- Ensure high standards of cybersecurity, data privacy, and regulatory compliance
- Responsible for organisational preparedness for cyber threats and major incidents
- Own and embed robust Disaster Recovery (DR) and Business Continuity Planning (BCP) for critical systems and services
- Proactively identify and mitigate technology-related risks

Strategic accountabilities

AI, Automation & Emerging Technology

- Lead the responsible adoption of AI, automation, and emerging technologies to enhance:
 - Service delivery
 - Workforce productivity and colleague experience
 - Operational efficiency
- Ensure ethical, safe, and value-driven use of AI and new technologies

Value, Investment & Commercial Leadership

- Oversee technology investment to ensure value for money and measurable return on investment
- Establish strong governance for prioritisation, benefits realisation, and portfolio management
- Lead strategic supplier and partner relationships, ensure supplier performance, innovation, and cost effectiveness

Workforce Capability & Adoption

- Build digital capability across Turning Point, ensuring colleagues are confident and effective in using technology
- Drive adoption of AI, new systems and ways of working through leadership, engagement, and learning
- Partner with People functions to support future workforce design and skills development

System Leadership & External Partnerships

- Act as a senior representative for Turning Point, as appropriate with commissioners, partners and other key stakeholders
- Build strategic relationships with:
 - Other relevant health and social care organisations
 - Technology providers and innovators
 - National and regional bodies
- Position Turning Point as a digitally-enabled, forward-thinking provider



Person specification

Experience

- Significant senior leadership experience in digital, data, or technology roles within large, complex, regulated environments
- Proven track record of leading large-scale digital transformation
- Demonstrable success in delivering technology-enabled service improvement and efficiency
- Experience operating at Board or equivalent/Executive/Board level
- A relevant postgraduate, technical or leadership qualification would be desirable, but is not essential
- Membership of a relevant professional body, such as BCS, alongside evidence of relevant CPD would be advantageous

Core Capabilities

- Strategic thinking with the ability to translate vision into delivery
- Strong understanding of:
 - Cybersecurity and data privacy
 - Digital platforms, cloud technologies, and architecture
 - Data and analytics
 - AI and emerging technologies
- Commercial acumen, including financial management and supplier negotiation
- Ability to lead collaboratively through complexity, ambiguity, and change
- Strong stakeholder engagement and influencing skills

Values Led Leadership

- Inspire and lead a high-performing, innovative, and inclusive function
- Foster a culture of continuous improvement, learning, and psychological safety
- Communicate complex technical concepts clearly to diverse audiences
- Build strong, trust-based relationships across the organisation
- Role model Turning Point's values and commitment to health, wellbeing, equity, diversity, and inclusion

Personal Attributes

- Vision and forward-thinking, with a strong focus on impact
- Collaborative and values-driven, with a commitment to inclusion
- Pragmatic and outcome-focused in a resource-constrained environment
- Resilient and adaptable, with the ability to lead through challenge and change
- Passionate about improving lives through technology-enabled support



Terms of appointment

This is an Executive role within the organisation, with a salary of c.£150,000, depending on the skills and experience of the successful candidate.

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to Turning Point on this appointment.

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

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 **Tuesday 1st September 2026**.

* 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.

Due diligence

Due diligence will be carried out as part of the application process, which may include searches carried out via internet search engines and any public social media accounts.

Contact Details

We are committed to ensuring everyone can access our website and application processes. This includes people with sight loss, hearing, mobility and cognitive impairments. Should you require access to these documents in alternative formats, please contact neve.oliver@saxbam.com.