



Digital Care Hub Engagement Manager 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. 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 the [Better Security, Better Care](#) (BSBC) programme.

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, Association of Directors of Adult Social Services and local councils also involved.

About you and the role

We are looking for a someone to join our team as an Engagement Manager. You'll play a key role in ensuring the successful delivery of the DCH and BSBC programmes, by providing key insight and support to our Local Support Organisations to enable them to engage with their local health and social care stakeholders, liaising with our partners and grantees and addressing all manner of different challenges.





This role is a job share, alongside our existing Engagement Manager you'll manage programme-critical functions and will take an entrepreneurial approach to improving our stakeholder engagement and management. You'll report to the Programme Director.

Here's a taste of what you'll do:

- Stakeholder management. Developing, building and mapping our key stakeholder relationships
- Communications toolkit development. Making sure our local support organisation are equipped with everything they need to effectively reach out to their local stakeholders and are able to report this to our central team.
- Management of special interest groups.
- Events planning. Leading the development and management of online and in person events across both programmes.
- Tracking and managing contacts across the programme compliance and governance processes. Managing paperwork and reporting for the board.
- Ensuring regular communications to the grantees and stakeholders, working closely with the Communications Manager and Delivery Manager to develop the comms and marketing for the programmes.
- Managing programme comms including writing case studies, articles, blogs.
- Attending events nationally as a representative of the programme.
- Providing monthly data reports to the BSBC board and relevant stakeholders. Managing the effective data monitoring system and proposing developments and improvements where necessary.
- Grow with the role. As the programme grows, lead the delivery of our local and regional support as well as working closely with the wider Better Security, Better Care and Digital Social Care teams to ensure the programme is embedded in the digital developments across the sector.

Your skills

You'll be the right person for this job if:





- You are eligible to work in the UK (we are unable to sponsor any international visas)
- You're passionate about solving problems, no matter if their big or small; and have a strong mindset of getting things done.
- You will have experience of working in or alongside adult social care providers.
- You will be comfortable working with large, complex stakeholder networks and have experience developing and maintaining stakeholder relationships.
- You will have experience developing and managing events.
- You appreciate the big picture of our mission and balance that with a collaborative mindset to prioritise your work.
- You have excellent verbal communication and presentation skills.
- You feel comfortable dealing with uncertainty and ambiguity.
- You are willing to learn and can develop new skills and can tackle new areas.

The role:

This role is a part time job share with our current Engagement Manager and the contracted hours will be 21 hours over 3 days per week – we are open to flexible working. Fixed term contract until 30th September 2025 with potential to extend.

You'll benefit from:

- Salary £43,000 (pro rata)
- Remote working with some travel
- 28 days annual leave plus bank holidays

Next steps

Please submit a CV and a short covering letter to hello@digitalcarehub.co.uk by 31st January 2025.

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

