

Safe, high quality care **every time**



Director of Digital

Candidate information pack

July 2026



Welcome

Thank you for your interest in the role of Director of Digital at North Cumbria Integrated Care NHS Foundation Trust (NCIC).



This is one of the most exciting digital leadership opportunities in the NHS.

We have already made significant progress, including the successful launch of the first phase of our new Electronic Patient Record (EPR), recognised nationally as an exemplar implementation. However, we see this as just the beginning. Digital is central to our ambition to transform how we deliver care across one of England's largest and most geographically diverse health systems, improving outcomes for our patients while making life easier for our colleagues.

As Executive Director of Digital, Estates & Facilities, I am looking for a leader who combines strategic vision with operational credibility. Someone who understands that great digital transformation is not simply about technology, but about improving patient care, supporting our workforce and enabling new ways of working across organisational and system boundaries.

This role offers the opportunity to shape the next chapter of our digital journey. You will lead a talented and committed team, building on strong foundations and working closely with clinical, operational and executive colleagues to deliver meaningful change. From advancing our EPR programme and embracing emerging technologies such as artificial intelligence, to strengthening cyber resilience, data and digital services, your work will have a lasting impact across our organisation and the communities we serve.

What makes NCIC different is our culture. We are ambitious but collaborative, innovative but grounded in our values. We believe the best ideas come from working together, listening to our colleagues and putting patients at the heart of every decision we make.

If you are passionate about transforming healthcare through digital innovation, thrive on leading complex change and want to help shape the future of integrated care in North Cumbria, I would be delighted to hear from you.

I hope this candidate pack gives you a sense of the opportunity ahead, and I look forward to welcoming our new Director of Digital to NCIC.

We believe that a diverse senior leadership team makes better decisions and ensures better outcomes, so we welcome people from under-represented groups to apply for this opportunity. If you're interested in an informal, confidential conversation, please contact **Finn McNulty** at Hunter Healthcare on fmcnulty@hunter-healthcare.com or 07966 006091.

We look forward to receiving your application.

Gavin Evans

Executive Director of Digital, Estates & Facilities
North Cumbria Integrated Care NHS Foundation Trust

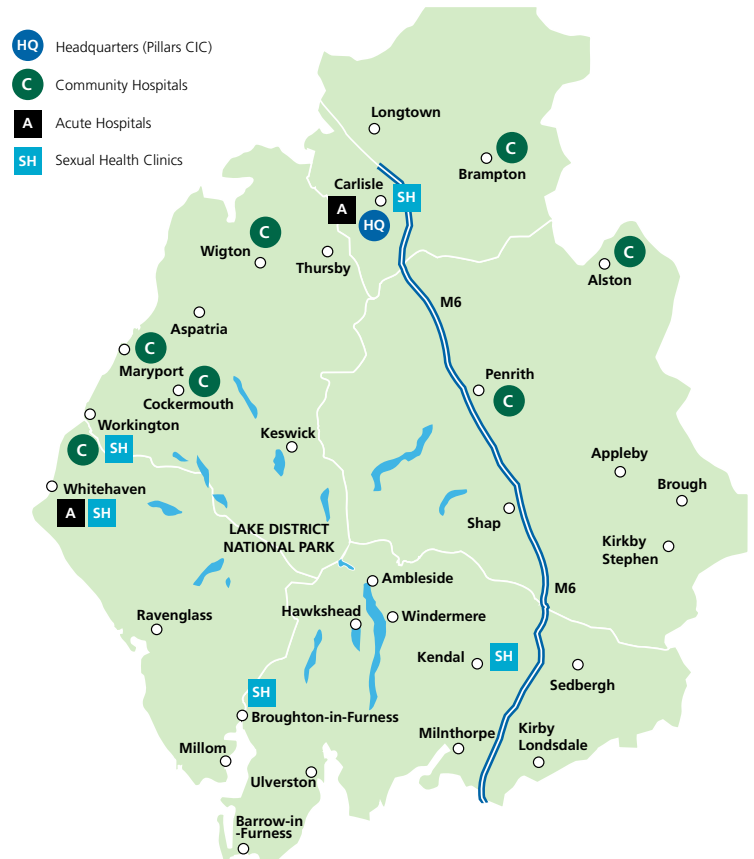
About us

We provide hospital and community health services to over 500,000 people. We're responsible for delivering over 70 services across 15 main locations, employing over 6500 members of staff.

Our values of kindness, respect, ambition and collaboration drive us to provide safe, high-quality care every time.

NCIC is part of North East and North Cumbria Integrated Care System (ICS), which is a partnership of organisations including local councils, voluntary and community services that provide health and care across our region. We are also members of the Great North Healthcare Alliance.

Led by the North East and North Cumbria Integrated Care Board (ICB) we work collectively, join up resources and expertise to provide the best health and care for our communities.



Our strategic priorities for 2026-2031

NCIC's mission is to deliver "safe, high quality care every time".

Our long-term strategy aims to establish the organisation as a nationally recognised centre of excellence for integrated rural and coastal medicine, structured around four primary objectives: patients, people, partners, and pounds.

Over the next five years, we will build on the foundations that colleagues across the Trust have laid since 2020.

We provide hospital and community health services over 2,600 square miles to more than 500,000 people, everywhere from Carlisle to Kendal and the Cumbrian coast to the North Pennines.

Our strategic goals include:

- **Our Patients:** Providing clinically-led care to ensure the best possible health outcomes regardless of where patients live.
- **Our People:** Making NCIC a great place to work by recruiting and retaining a highly-skilled clinical workforce.
- **Our Partners:** Collaborating across health and care systems, particularly through eight local Integrated Care Communities (ICCs), to build sustainable services out of hospital.
- **Our Pounds:** Ensuring financial and environmental sustainability by making the best possible use of limited resources.

More detailed information on our initiatives and corporate plan can be found in the **North Cumbria Integrated Care 2024 to 2029 strategy**.

Safe, high quality care **every time**



Our vision and values

We want to build a new integrated health and care system to create healthier and happier communities.

Our vision

Everyone we serve will experience high-quality, equitable and connected care, shaped by innovation, delivered with compassion and creating a healthier future for all.

Our values

Our values guide the way we work every day from board to ward. We want to make our services the best they can be for our patients, workforce and partners in the community.

Each value has a series of behaviours behind it that we're building into everything we do, from our appraisals to our policies and procedures.



KINDNESS

Kindness and compassion cost nothing, yet accomplish a great deal.



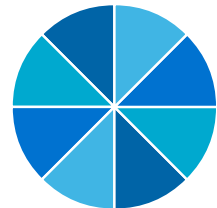
RESPECT

We're respectful to everyone and are open, honest and fair.



AMBITION

We set goals to achieve the best for our patients, teams, organisation and partners.



COLLABORATION

We're stronger and better working together with and for our patients.



Our new EPR system

NCIC has successfully introduced the first phase of a new Electronic Patient Record (EPR) system, provided by Alcidion, marking a major milestone in the Trust's journey to replace paper records with a single, secure digital system used by clinical teams.

The new system better connects services across the Trust – linking Cumberland Infirmary in Carlisle, West Cumberland Hospital in Whitehaven, and community hospitals including Penrith, Keswick and Workington – making it easier for staff to access up-to-date patient information wherever care is delivered.

The system allows staff to record and view patient information in real time, monitor changes in a patient's condition and make referrals to specialist teams more easily – all within one system. By reducing reliance on paper records that need to be physically transported between locations, it supports a more efficient and joined-up approach to patient care across the Trust.

The rollout has been recognised nationally for its success. NHS England highlighted the programme as an “exemplar launch” that could help guide other NHS organisations introducing similar systems.

The new system is part of a wider national ambition to move the NHS from analogue to digital, helping ensure services are better connected and able to meet the needs of patients now and in the future.

Further improvements are already planned as the Trust continues its digital transformation, including:

- **Phase 2:** extending the system into Emergency Departments and paediatric services
- **Phase 3:** rolling out the system to outpatient services and theatres

Together, these developments will continue to strengthen how care is delivered across North Cumbria, supporting more connected and efficient services for patients and staff alike.



Job description

Job Title	Director of Digital
Organisation	North Cumbria Integrated Care NHS Foundation Trust
Grade / Banding	AfC B9
Reports to	Executive Director of Digital, Estates & Facilities
Accountable to	Executive Director of Digital, Estates & Facilities
Member of the Senior Leadership with regular reporting to Foundation Trust Board for functional accountability	

Role purpose

As a member of the Trust's senior leadership community, the Director of Digital will lead, inform, and influence highly complex transformation and continuous improvement working with stakeholders internally and externally, including for example, NHS and other public sector executives, NHS England regional leads and leaders of education, voluntary, community and private sector organisations.

They will play a leading role, on behalf of the organisation, in managing relationships with stakeholders across the Integrated Care System, working collaboratively to cultivate a partnership and person-centred co-designed approach which supports impactful change and improves health equity for the populations NCIC serves.

They will influence the agenda of both the organisation and the system to support the long-term ambition to move the focus more heavily towards prevention and earlier intervention, influencing the complex system change that will be required to impact on the wider determinants of health and to support a more sustainable health and care system.

Digital health services are pivotal to the ambitious transformation agenda of NCIC. Our Digital directorate will provide the foundations to enable this to happen.

Working closely with the Board, the role will ensure that the vision, direction, and Trust strategy is fully enabled by digital change and innovation including artificial intelligence, automation and new ways of working.

The post holder will work closely with all key stakeholders and play an influential role with respect to developing the health and care economy digital agenda in partnership with other organisations.

The post holder will lead all the required option appraisal, business case, procurement, implementation, and benefits realisation of new systems for the Trust.

The post holder will work closely with the Trust SIRO.

KEY ACTIVITIES AND RESPONSIBILITIES

Digital transformation

- To be the lead director responsible for Digital delivery and transformation.
- To work closely with the Executive Medical Director and Chief Nursing Officer (and their teams) to ensure our Digital approach puts service users first and promotes quality, safety and improves patient outcomes, their well-being and patient experience.
- To ensure that Digital plays a major role in developing integrated services with Health and Social Care partners and contributes to the overall aims of the Integrated Care System.
- Build positive relationships with the key stakeholders in the Trust and partner organisations, and in particular work closely with the lead director for the Integrated Care Board Digital agenda.
- Lead on and drive the implementation of the Digital programmes, ensuring effective controls and reporting of risks and issues.
- Horizon scanning for new digital opportunities, which will support the Trust's transformation agenda.
- To take overall responsibility for the portfolio of Digital programmes and budgets and ensure that the programmes support the Trust's strategic objectives and can respond to future demand and change.
- With reference to national strategy and standards, provide guidance and advice to the Trust Board on long-term digital direction and innovations.
- To work closely with the Director of Finance to agree investment in digital technology and infrastructure to support delivery of Trust priorities.
- Ensure all Digital services are provided in the most cost effective and efficient way.
- Identify opportunities for additional external funding and lead the production of digital business cases and applications for funding.



Operational digital delivery

- Responsible for the delivery of all Digital services that meet or exceed user expectations, whether provided in-house or by a third-party vendor. This will include data centre services, applications, desktop services, networks, cyber security, software licencing and service desk.
- Set the strategic approach, policy, and standards for Digital, ensuring excellent digital governance throughout the organisation.
- Implement effective voice and mobile technologies ensuring service users and our communities have easy access to online services.
- Maintain and enforce standards and policies for the use of information and communication technologies.
- Responsible for the Trust's information security, ensuring that the Trust meets its statutory requirements.
- Monitor and manage the performance of Digital systems and services, in respect of their contribution to business performance. Provide effective scrutiny of financial and performance data. Ensure continuous improvement in the services delivered, applying risk management principles in relation to all the Digital contracts.

Artificial intelligence

- Lead on the development of new ways of working through artificial intelligence and automation.
- Provide visible leadership as a hands-on subject matter expert, architecting and crafting scalable solutions, and driving digital excellence across the organisation.
- Provide collaborative leadership to appraise and then build out the AI lifecycle including the required functions for AI, machine learning and automation.
- Work closely with the senior clinical leadership community (including CCIO and CNIO) on the appraisal and advice regarding AI and the ethical considerations of its use.
- Support the wider organisational understanding and provided briefings and training to allow for greater understanding of the role of AI in current operating models and future transformation.

Digital programme delivery

- Demonstrate an in-depth knowledge of both the business and Digital strategies and what objectives and business benefit must be fulfilled. Ensure that the Digital programme design aligns with the Trust's business strategy and contributes, enables the Trust strategic goals and targets.
- Take overall responsibility and accountability for the portfolio of programmes delivering in the digital strategy, assuring key outcomes for customers, managing dependencies, budget and benefits tracking, communications and engagement, strategic Digital framework specification, development and compliance.
- Working with the Procurement team, lead on Digital strategic sourcing and procurements to ensure a value for money, sustainable, fit-for-purpose service through a set of cost-effective external service contracts and, where necessary, that transitions are managed successfully.
- Manage and assure the programme and project management and governance of all Digital programmes and projects and maintain consistency of approach and working relationships with the Trust Programme Management office.
- Actively prioritise competing programmes and projects and allocate available resources effectively to drive greatest return on investment.
- Set the leadership conditions for effective resource management to respond to business priorities cost-effectively. Authorise the allocation of resources for the planning, development, and delivery, as appropriate, of all Digital services and products. Set and maintain a portfolio management approach across digital projects and/or the digital elements of major programmes.
- Monitor and review the economics of programme processes, and ensure effective governance arrangements, supported by comprehensive reporting, are in place.
- Establish a benefits realisation methodology suitable for all digital projects, and robustly monitor all projects in line with this.
- Formulate and gain acceptance through the agreed governance structures for business cases for Digital programmes.
- Support improvement of the financial position of the Trust, including participation in Cost Improvement Plans and other financial transformation projects.

Digital security

- Ensure all appropriate measures are taken to secure the Digital services and the confidentiality of the information held and processed in delivering those services.
- Accountable for monitoring and vigilance of all issues relating to cyber security.
- Ensure environmental and virtual security of the servers and network.
- Ensure access security, managing a range of access controls to the network, devices, applications and data.
- Monitor, test and report on the security of the Trust's digital security measures.
- Maintain effective disaster recovery procedures and policies.
- Ensure staff are well informed and trained on digital security and confidentiality and understand the value of the data they access and process.
- Work with the relevant executives to ensure that all operational services relying on IT have robust business continuity plans in place.

Director on-call

- Participate in the Director on-call rota and support and advise services appropriately.

FREEDOM TO ACT

Trust Leadership Community: All members of the Trust's senior leadership community are required to lead and inform complex transformation and improvement, through collaboration and mature partnership working, and to work beyond their immediate functional responsibilities. This calls for individuals to use the power of influence and humility, rather than positional authority to engage and align people, focus their teams, sustain momentum, and ensure success. Effective collaborative and connected leadership requires the full commitment and ability of senior leaders to create an environment of trust, inclusion, mutual respect, and shared aspiration, in which all can contribute fully and openly to achieving collective goals.

STAFF RESPONSIBILITIES

In order for those providing the Foundation Trust's services to treat patients and service users with respect, care and compassion, all members of the workforce must be treated in the same manner. Therefore, senior leaders are expected to advocate and uphold a values-driven culture in which equality, diversity, inclusion, and allyship are actively promoted across the organisation, and where all members of the workforce are fully supported to perform their roles to the best of their abilities, encouraged to innovate and continuously improve, and given every opportunity to develop. In particular, it is vital that proactive talent management and development of clinical and care professional leaders is embedded at all levels of the organisation.

FINANCIAL RESPONSIBILITIES

The post holder will have ownership and management of an allocated budget, be a budget signatory, have ordering responsibilities, and responsibility for the safe use of equipment used by others.

PHYSICAL, MENTAL AND EMOTIONAL EFFORT

As described above, the nature of the role will require significant mental and some emotional effort, the post holder will require significant tenacity, and resilience, with an ability to 'bounce back' quickly from setbacks.

WORKING CONDITIONS

- Protect the environment by reducing waste and unnecessary travel whilst at work
- Ability to travel
- Often office and desk based with minimal exposure to patient areas

PROFESSIONAL STANDARDS

All colleagues employed by the Foundation Trust in recognised professions are required to ensure they work to the appropriate professional standards and/or Codes of Practice and all managers are expected to abide by the Code of Conduct for NHS Managers. All employees of the Trust have a responsibility to:

- participate in continuous personal and professional development, including, statutory and mandatory training, as appropriate for the post
- maintain consistently high personal and professional standards
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues

MANAGEMENT OF RISK

All employees of the Foundation Trust have a responsibility to themselves and others in relation to managing risk and will be provided with the necessary training and support to enable them to meet this responsibility.

Employees should be familiar with and understand their role within relevant organisation policies and procedures, including those relating to information governance, and major incident, in addition to any local response plans.

Managers are responsible for implementing and monitoring identified risk management control measures within their designated scope of responsibility and for escalating these as appropriate in line with local procedures.

Person specification

QUALIFICATIONS

- MSc level of professional qualification, commensurate with the nature of the role and any mandated requirements associated with it, or equivalent demonstrable experience.
- Recognised qualification in leadership and management, at post graduate level, or equivalent leadership experience.

EXPERIENCE NEEDED – GENERAL OR SPECIFIC

- Significant knowledge of current NHS national and regional health policy in relation to the digital agenda.
- Track record of delivering digital transformation with demonstrable outputs and outcomes.
- Demonstrate significant digital service knowledge and extensive experience acquired through training and experience at a senior level.
- Commercial experience with different IT delivery models (e.g., avoiding big upfront investments, making suppliers co-invest, pay-for-use models, not owning technical infrastructure, i.e. cloud, etc.)
- Demonstrable success in managing highly-complex, large technology/software programmes with budgets of >£10m.
- Experience of developing and implementing digital strategy within a large organisation.
- Demonstrable experience of implementing and delivering benefits realisation.
- Excellent technology knowledge of systems and applications in healthcare.
- Knowledge of artificial intelligence and automation.
- Detailed knowledge of programme methodologies.
- Specialist knowledge of digital risks and issues within large complex organisations.
- Comfortable and adept in leading with humility, recognising that this is an essential characteristic for every leader.
- Exceptional communication skills which engender community confidence, strong collaborations, and excellent partnership working.
- Well-developed critical thinking and strategic problem-solving skills - the ability to contribute to a joint strategic plan and undertake problem resolution and action.
- Analytical rigour and numerical competence.
- Sophisticated influencing and negotiating skills.
- Ability to promote compassionate and inclusive working practices and cultures that encourage and enable individuals and teams to thrive at organisation, partnership, and system levels.
- Ability to work at pace and consistently deliver in a demanding and high-profile role.
- Demonstrable commitment to collaborative leadership practices, with a track record of improvements in equality, diversity, inclusion, and social justice.
- Proven practical experience with implementation of EPR/EHR solutions. (desirable)

PERSONAL VALUES

- Committed to creating an environment of trust, mutual respect, and shared aspiration in which everyone can contribute fully and openly to achieving collective goals.
- Lives by the values of openness and integrity and has created cultures where this thrives.
- Values and promotes continuing professional and personal development.

PERSONAL ATTRIBUTES

- Excellent personal integrity.
- Highly developed communication and listening skills.
- Significant tenacity, and resilience, with an ability to 'bounce back' quickly from setbacks.
- Comfortable and adept at living with and leading and managing through ambiguity and great levels of complexity.
- Through personal influence and credibility, able to gain and maintain the trust and confidence of others.
- Able to assess highly complex situations and issues quickly and accurately.
- Politically sensitive.
- Financially and commercially astute.
- Outcomes-driven.
- A strong desire to make a full and effective contribution as a member of a high-performing team.

WHAT OUR SERVICES USERS EXPECT OF THIS POST HOLDER

- Personally committed to the values of the NHS Long-Term Plan, the NHS People Plan, the NHS Constitution, the Nolan Principles, and the Fit and Proper Persons regime.
- Strong commitment to the NHS and its values and principles.
- Authenticity – a high level of self-awareness, empathy, and emotional intelligence, with an understanding of own strengths and limitations.



How to apply

The closing date for applications is **30 July 2026**.

Applications should include:

- A **covering letter** explaining why the appointment interests you, how you meet the appointment criteria and what you specifically would bring to the post (**ideally no more than two pages**).
- A **Curriculum Vitae (CV)** with education and professional qualifications and full employment history. Please include daytime and evening telephone contact numbers and email addresses. The CV should include names and contact details of three referees covering the last six years of employment. References will not be taken without your permission (**ideally no more than three pages**).
- You will need the following reference code: **NCIC-DOD-0726**

All applications will be acknowledged.

For an informal conversation about the post please contact Finn McNulty at our recruitment partners, Hunter Healthcare by email: fmcnulty@hunter-healthcare.com or phone: **07966 006091**.

[CLICK HERE TO APPLY ONLINE ➔](#)

KEY DATES:

Application deadline	30 July 2026
Shortlisting	w/c 3 August 2026
Stakeholder events & interviews	14 August 2026



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