



Department
of Health &
Social Care



Business Services Authority

Non-Executive Directors of the NHS Business Services Authority

Information pack for applicants

Closing date: Midday on Tuesday, 01 September 2026

Reference no: VAC-8952



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Section 1 – The Role

Introduction from Sue Douthwaite, Chair of the NHS Business Services Authority (NHS BSA)



Business Services Authority

Dear Applicant,

The NHS Business Services Authority (NHSBSA) is an innovative and forward-thinking Arm's Length Body of the Department of Health and Social Care (DHSC), providing national platforms and services that support the priorities of the NHS, government and local health economies.

NHSBSA has a clear and ambitious strategy, focused on its people, its customers, delivering value and efficiency and acting as a responsible corporate citizen. These priorities guide the organisation in delivering business service excellence to the NHS and helping people live longer, healthier lives.

The organisation continues to transition complex services at pace, recognising and mitigating risks. By digitising, automating and transforming its services and harnessing the power of data and insight, NHSBSA is improving patient outcomes, enhancing safety and delivering better value for money. This work positions the organisation to support the NHS 10 Year Health Plan and advance the government's three key shifts, from hospital to community, analogue to digital and sickness to prevention.

There is a strong and empowered executive leadership team, driven by a positive organisational culture, operational excellence and people-centred delivery. The Board is highly engaged and plays a central role in the organisation's governance, with Non-Executive Directors providing challenge, support and assurance.

NHSBSA is committed to creating a workplace where every colleague feels respected, valued and able to thrive, a commitment recognised externally through a range of awards and accolades, such as the Gold Talent Inclusion and Diversity Evaluation (TIDE) Award and recognition in the Social Mobility Employer Index, where the organisation climbed from 134th to 30th this year.

This is an exciting opportunity to join the NHSBSA Board and contribute to the delivery of national services that make a real difference.

Sue Douthwaite
Chair of NHSBSA
July 2026

1.1 Role description and person specification

Ministers are seeking appoint up to 3 Non-executive Directors (NEDs) to the board of NHSBSA, including an Audit and Risk Committee (ARC) Chair.

Role description

NHSBSA's purpose is to deliver business service excellence to the NHS to help people live longer, healthier lives and its vision is to be the provider of national, at-scale business services for the health and social care system, transforming and delivering these services to maximise efficiency and meet customer expectations.

NHSBSA facilitates the flow of around £100billion in NHS funds annually, a responsibility that extends beyond financial management to delivering services at a national scale. By harnessing digital technology, automation and data-driven insight, the organisation improves efficiency, enhances patient outcomes and provides value for taxpayers.

As a NED on the NHSBSA Board, you will play a key role in shaping the organisation's strategic direction. Driving continuous improvement, supporting high-quality service delivery and providing strong governance and accountability through scrutiny, challenge, fairness and effective corporate governance.

This is an opportunity to operate at a national level and support the delivery of a wide range of critical business services to the NHS and citizens that have a tangible impact on people's lives. The core responsibilities of the role are as follows:

- Provide an independent view and creative contribution at Board meetings and sub committees in the pursuit of delivering the NHSBSA's strategic vision (to be the provider of national, at-scale business services for the health and social care system, transforming and delivering these services to maximise efficiency and meet customer expectations) and underpinning business plans to support delivery of the DHSC's priorities.
- Monitor and challenge the performance of the NHSBSA's executive management, holding it to account for the delivery of the strategic vision, organisational priorities and business plan objectives, and other central government requirements.
- Build and maintain influential relationships with key partners, building strategic alliances across the health and social care system to improve efficiency and develop value add services ensuring the needs of service users are met.
- Role model the NHSBSA's CARE (collaborative, adventurous, reliable and energetic) values creating the best place colleagues have worked, being a truly inclusive employer where colleagues feel they belong.

In addition, for the ARC Chair:

- You will ensure the effective functioning of the ARC which, as an important sub-committee of the Board, is responsible for providing assurance that the NHSBSA manages its financial resources effectively and efficiently; has appropriate financial controls in place; oversees management's procedure for the identification and management of risk and achieves a high quality of financial reporting.
- You will review and analyse the financial statements of the NHSBSA (including the NHSBSA Accounts and the NHS Pension Scheme Accounts) and any complex financial transactions of the organisation.
- You will ensure that the Board and Accounting Officer of the organisation gain the assurance they need on governance, risk management, the control environment and on the integrity of the financial statements, as well as other elements of the annual report and accounts.

Person specification

The Department of Health and Social Care values and promotes diversity. We encourage applications from talented individuals from all backgrounds and across the whole of the United Kingdom. Boards of public bodies are most effective when they reflect the diversity of views of the society they serve.

To be considered, you must be able to demonstrate that you have the qualities, skills and experience to meet all the essential criteria for appointment.

Essential Criteria

- A strong career track record of significant delivery at a senior level within the private, public or voluntary sectors.
- Ability to operate effectively as part of a team on the board of a national public body, where you provide support, challenge, and assurance.
- Sound judgement, with an ability to critically analyse a wide range of information and make evidence-based, strategic decisions.
- Excellent communication and interpersonal skills, with the ability to gain the confidence of colleagues within your organisation and of its stakeholders.

In addition, for the ARC Chair:

- Senior finance experience, preferably with an accountancy qualification, and with experience of working on an audit and risk committee.

Desirable Criteria

We would also welcome candidates with skills and experience in one or more of the following areas:

- Risk management

- Pension scheme administration
- Large scale transformation programmes in the public sector
- Technology operations in large organisations

Remuneration and status of appointment

Remuneration is £7,883 per annum, with the ARC Chair receiving £13,137 per annum.

Remuneration for this role is treated as income and will be subject to tax and National Insurance contributions, both of which will be deducted at source under PAYE before you are paid.

You can claim reimbursement for reasonable travel and subsistence costs which are properly and necessarily incurred on official business, in line with the travel and subsistence policy and rates of NHSBSA. However, these payments are taxable as earnings and will be subject to tax and national insurance, both of which will be deducted at source under PAYE before you are paid. A copy of the policy and rates can be obtained from NHSBSA.

This is an office holder appointment and as such it is not subject to the provisions of employment law. You will not be eligible for redundancy pay as you are not an employee. No other arrangements have been made for compensation upon the end of your term of appointment because an office holder who is appointed for a limited duration would have no expectation of serving beyond that period. You will not become a member of the Civil Service and will therefore not attract any benefits under any Civil Service Pension Scheme.

Time commitment

2 to 3 days per month.

Location

Board meetings are usually held in Newcastle upon Tyne. There are 8 board meetings per year.

Tenure of office

Ministers will determine the length of the appointment, which will be up to 3 years.

The possibility of re-appointment for a further term is at the discretion of Ministers. There is no automatic presumption of re-appointment; each case is considered on its own merits. Merit will take into account a number of factors including, but not restricted to, the diversity of the current board, the balance of skills and experience it needs in the future, and the performance of an office holder during their first term. Office holders would only serve more than two terms or a total of ten years in post, by exception.

Accountability

NHSBSA NEDs are appointed by the Secretary of State for Health and Social Care and are accountable to the Secretary of State via the NHSBSA Chair for carrying out their duties and for their performance.

For a discussion about the role

For further information regarding the role of the BSA and the role of NED please contact:

Name: Sue Douthwaite

Tel: 07826 162367

Email: sue.douthwaite@nhs.net

1.2 NHSBSA role and responsibilities

NHSBSA is a Special Health Authority and Arms-Length Body of DHSC. NHSBSA employs around 5000 people, with sites in Newcastle, Wakefield, Blackpool and Bolton. Around £100billion of NHS spend is managed through its systems annually. Michael Brodie has been Chief Executive Officer of NHSBSA since September 2019 and has developed an ambitious strategy for the business, expanding NHSBSA's focus across the wider health sector to ensure its strategy aligns with the NHS 10-Year Health Plan and the future direction of travel.

NHSBSA delivers high volume, predominantly transactional business services on behalf of the NHS and DHSC and, since it was formed, has progressively taken on more functions. NHSBSA has supported work relating to EU Exit and has led nationally on other important services such as the Healthy Food Scheme, NHS Student Support and Vaccine Damage Payments. In response to the COVID pandemic, NHSBSA led over fifty national projects – working closely with its NHS partners to support UK citizens and front-line staff. In 2024 NHSBSA started delivering the Baby Loss Certificate service, which issued over 96,000 certificates in its first year.

NHSBSA's services are broadly split into 3 areas: Primary Care Services, Citizen Services and Workforce Services.

- Primary Care Services include processing around 1 billion prescription items per year for pharmacists who have dispensed prescriptions in England and managing payments to dentists for NHS work in England and Wales, processing around 44 million forms a year. Since 2015 NHSBSA has provided a scanning service, digitising medical records to release space for frontline patient care. It also provides a Provider Assurance service on behalf of NHS England and administers the vaccine damage payment scheme on behalf of the DHSC.
- Citizen services include Health exemption checking services, providing medical and maternity exemption cards, pre-payment certificates and providing services to those who require help with health costs, Overseas Health care services including administering Global Health Insurance Cards and the immigration health surcharge reimbursement scheme and health and community services including NHS Healthy Start and administering the England Infected Blood Service.
- Workforce Services cover the whole hire to retire NHS workforce journey, from administering NHS student bursary payments to support people through their training, to helping over 1.5m people to find work with the NHS through the NHS Jobs platform and administering the Electronic Staff Record system - the platform on which NHS organisations record essential workforce, skills and training information and make payments to their staff. NHSBSA also deliver the NHS Pension Scheme - the

largest centrally administrated pension scheme in Europe. NHSBSA also provides HR Shared Services to its client base.

Over the last five years NHSBSA has developed its data analytics and digital capability to save money for taxpayers and improve how patients can use its services through apps and other on-line services. Identifying health system-wide savings is now embedded in the culture of NHSBSA and it has set itself an ambitious target of delivering £1bn in wider system efficiencies by 2029 which it is on track to achieve.

NHSBSA's purpose is to deliver business service excellence to the NHS to help people lead longer and healthier lives. Its vision is to be the provider of national, at scale business services for the health and social care system, transforming and delivering these services to maximise efficiency and meet customer expectations. Its strategic goals are:

- Customer – providing a great experience and meeting needs first time
- Our People – creating the best place any of us have worked
- Value and Efficiency – creating an efficiency mindset, delivering services that represent best value to the taxpayer
- Environmental Social and Governance – minimising environmental impact, maximising social impact and being well governed.

NHSBSAs 2024-2029 strategy can be found [here](#) and 2025-2026 annual business plan [here](#)

Section 2: The recruitment

2.1 Making an application

Thank you for your interest in the appointment of NED of NHSBSA.

The DHSC's Public Appointments Team is managing this recruitment campaign.

In order to apply you will need to [create an account](#) or [sign in](#) on the "Apply for a public appointment" website. This is a central, online recruitment platform managed by the Cabinet Office, which candidates use to apply for public appointments with any government department or a body which they sponsor.

Once you are logged into your account, click on 'apply for this role' and follow the on-screen instructions.

To apply, all candidates are required to provide:

- a Curriculum Vitae (CV), we ask that you limit your CV to around 2 pages
- a supporting statement (2 page limit) setting out how you meet the criteria for appointment as set out in the person specification for the role
- equality information
- information relating to any outside interests or reputational issues

Guidance on what to include in your CV/supporting statement and tips for applying can be found in the corresponding sections below and on the public appointment website: [Public appointments - GOV.UK](#).

You will be asked to check and confirm your personal details to ensure your application is accurate.

In line with Cabinet Office guidance, AI must not be used to provide misleading information. While technology can be used in your application, for example to assist with structure, we value authenticity, and your statement setting out your suitability for the role should be made personally by you. If you are offered an interview, you should be prepared for the advisory assessment panel to discuss your statement and career history with you in detail.

You will also have the opportunity to make a reasonable adjustment request or apply under the Disability Confident scheme before you submit your application.

You will also be required to make any declarations related to standards in public life and ensuring public confidence in your supporting statement. Further information on this can be found in the relevant section below.

If you are unable to create an account and apply online, or if you have any problems submitting your application online, please contact Jessie Rourke on 0113 254 5321 or Rachael Gingell on 0207 484 9424.

Applications must be received by **midday on Tuesday, 01 September 2026**

The Advisory Assessment Panel reserves the right to only consider applications that contain all of the elements you have been asked to provide, and which are listed above, and that the applications are received before the published deadline.

In completing an application, please firstly note the following information set out below, in relation to:

- Disqualification from appointment
- Conflicts of interest
- Political activity and social media
- Standards in public life and ensuring public confidence.

Disqualification from appointment

The Cabinet Office sets out the following regarding all public appointments:

To hold the role as NED of NHSBSA you need a right to work in the UK.

There are a small number of specialist roles that are not open to non-British citizens. Any nationality requirements will be specified in the vacancy details.

The Government expects all holders of public office to work to the highest personal and professional standards. You cannot be considered for a public appointment, which includes this role, if:

- you are disqualified from acting as a company director (under the Company Directors Disqualification Act 1986)
- have an unspent conviction on your criminal record
- your estate has been sequestrated in Scotland or you enter into a debt arrangement programme under Part 1 of the Debt Arrangement and Attachment (Scotland) Act 2002 (asp 17) as the debtor or have, under Scots law, granted a trust deed for creditors.

DHSC also requires all those appointed by the Secretary of State for Health and Social Care to public appointments, to be a fit and proper person, comparable with the requirements placed on board members in the NHS. As a result, in addition to the above, you must:

- be of good character
- have the qualifications, competence, skills and experience which are necessary for you to carry out your duties
- have not been erased, removed or struck-off any applicable register of professionals maintained by a regulator of healthcare or social work professionals. If you are required to hold a registration with a relevant professional body to carry out your role, you must hold such registration and must have the entitlement to use any professional titles associated with this registration. Where you no longer meet the requirement to hold the registration, and if you are a healthcare professional, social worker or other professional registered with a healthcare or social care regulator, you must inform the regulator in question

- be capable by reason of health of properly performing tasks which are intrinsic to your role, after reasonable adjustments are made
- not be prohibited from holding office (for example, as a result of a directors disqualification order)
- within the last five years:
 - not have been convicted of a criminal offence and sentenced to imprisonment of three months or more
 - not have been un-discharged bankrupt nor have been subject to bankruptcy restrictions, or have made arrangement/compositions with creditors and has not discharged
 - not be on any 'barred' list
 - not have been responsible for, contributed to or facilitated any serious misconduct or mismanagement (whether unlawful or not) in the course of carrying on a regulated activity or providing a service elsewhere which, if provided in England, would be a regulated activity

In addition, legislation related to NHSBSA sets out how individuals are disqualified from appointment as a NED of NHSBSA. You are or may be disqualified, subject to the exact provisions set out in legislation (regulation 3 of the 2005 Regulations), from being a Chair or non-officer member of NHS BSA if you:

- Are the Chairman, Chief Executive or a non-officer member of: NHS England, another Special Health Authority, an NHS Trust, the National Institute for Health and Care Excellence, the Health and Social Care Information Centre, a Local Health Board, the Health Research Authority, or is a member of an ICB.
- Have within the last five years been convicted of a criminal offence, and have been sentenced to a sentence of imprisonment.
- Are the subject of a bankruptcy restrictions order or an interim bankruptcy restrictions order, or a debt relief restrictions order or interim debt relief restrictions order
- Have within the last five years (other than redundancy) been dismissed from paid employment, or had your appointment terminated at any point on certain grounds from a health service body (other than a CCG), or have been removed from office as the Chair or a member of the governing body of a clinical commissioning group.
- Are the subject of a national NHS disqualification, or have been refused approval to fill a medical practitioner vacancy and have not been subsequently been included in a primary care list, or has been refused from inclusion on a primary care or removed from such a list on certain grounds, or conditionally included on such a list, or you have been suspended/contingently removed
- Have been subject to a disqualification order in relation to Company Directors or an order under section 429(2)(b) of the Insolvency Act 1986
- Has been removed from office as a charity trustee on certain grounds
- Are a member of the NHS Pension Scheme, unless you are in receipt of benefits under the Scheme and no longer eligible to contribute.

The above is only intended to act as a summary of the legislation and you should consider the relevant sections of the legislation in full, which are attached for your ease at **Annex A** to this document.

When sending your application online, you will be asked to confirm that the information you have provided is true and correct and that you are eligible to apply for a public appointment. As part of this, you will also confirm that you have read any disqualification criteria for the role, and that you are willing to stand down from any other role/s in order to take up the appointment. If you are currently disqualified from appointment, please provide further details in your supporting letter.

For further advice, please contact Rachael Gingell on rachael.gingell@dhsc.gov.uk.

Conflicts of interest

Before you apply you should carefully consider if you or a party related to you have any interests which could lead to a real or perceived conflict of interest if you were to be appointed. If you are in doubt full disclosure is advised.

When you apply you will be asked to complete, as part of the 'Outside interests and reputational issues' section, information on the following:

- Financial interests
- Employment, appointments and other outside roles
- Personal interests
- Any other relevant interests or activity
- Political activity and interests.

You should declare anything relevant that you think may call into question your ability to properly discharge the responsibilities of the role you are applying for or may be perceived as having scope to do so by a reasonable member of the public.

Interests may include, (without limitation), any outside personal or business interests, any direct and indirect financial interests (such as shareholdings or share options in individual companies), or any positions of employment, other appointments or other positions of authority, that you or any party related to you have and which may influence your judgement in performing your public appointment or may be perceived by a reasonable member of the public as having scope to do so. A 'party related to you' could include for example (but without limitation) a spouse/partner, a business partner, a close family member or a person living in the same household as you. Further political activity and interests could be more than five years ago and may include a prior relationship with the appointing minister.

Further help and examples of the types of things which you may need to disclose will be given to you on the relevant pages when you create your account and application on the public appointments application system (gov.uk website).

Many conflicts of interest can be satisfactorily resolved and declaring a potential conflict does not prevent you from being interviewed.

If you are shortlisted, the Advisory Assessment Panel will discuss any potential conflicts with you during your interview, including any proposals you may have to mitigate them, and can record that in their advice to Ministers. If Ministers wish to appoint you, an offer of appointment may be subject to you giving up any unmanageable conflicts of interest.

If offered the role, you will be required to make a Declaration of Interests, which will need to include mitigations approved by the Department, for managing any potential conflicts of interest. Failure to declare a potential conflict of interest may become grounds for withdrawing an offer of appointment.

You will also be required to keep the Declaration up to date throughout the tenure of your appointment. The requirement to declare interests will also be included in your Terms of appointment. Failure to disclose an interest, subject to the interest and the circumstances, may become grounds during the tenure of your appointment, for suspension or termination of your appointment.

Subject to the particular interest, you may also be required declare the interest to NHSBSA for inclusion on NHSBSA's published Register of Member Interests.

Political activity and social media

In the same section of your online application, you will also be asked to declare if you have undertaken any political activity for a political party within the last five years and for details of any social media accounts that can be viewed by the public.

Political activity

Political activity information is primarily for monitoring purposes only, however if you are shortlisted for interview, this information will be shared with the Advisory Assessment Panel. The reason for this, is that it is appreciated that such activities may have given you relevant skills, including experience gained from committee work, collective decision-making, resolving conflict and public speaking. If you have had such experience and you consider it relevant to your application for this post, you should also take the opportunity to include it separately in your supporting statement. If possible, you should not, however, identify the relevant political party in your statement.

If you are appointed to this role, please note that any political activity you declare and which meets the criteria for being politically active, as set out in the guidance when applying online, will be published in accordance with the Governance Code on Public Appointments. Political activity is not a bar to appointment, but it must be declared.

Social media

You can provide up to five public social media accounts and will be asked for the full URL of each. If you apply for a public appointment and are shortlisted for interview, DHSC will conduct appropriate checks, as part of which we reserve the right to consider anything in the public domain which may relate to your need to meet the requirements of the role to which you have applied and to hold public office. This may include searches of previous public statements and social media, blogs or any other publicly available information. We ask for information about your social media accounts to make sure these checks are carried out accurately.

Standards in public life and ensuring public confidence

If there are any issues in your personal or professional history that could, if you were appointed, be misconstrued, cause embarrassment to Ministers or NHSBSA or cause public confidence in the appointment to be jeopardised, **it is important that you bring them to the attention of the Advisory Assessment Panel and provide details of the issue/s in your Supporting Statement.**

This should include declaring in your Supporting Statement if:

- you are, or have been, bankrupt or you have made an arrangement with a creditor at any point, including the dates of this
- you are subject to a current police investigation
- there are any previous or pending personal conduct issues where:
 - a complaint/personal conduct issue has either been upheld or partly upheld
 - an investigation that relates at least in part to your personal conduct, is to take place but it is yet to start, or a similar such investigation is underway, but it is yet to conclude
 - a complaint/personal conduct issue is current, but at the time of your application it is yet to be confirmed whether or how it will be investigated further
- there are any possible reputational issues arising from your past actions or public statements that you have made (including through social media and blogs)
- there are any other matters which may mean you may not be able to meet the requirements of the Code of Conduct for Board Members of Public Bodies. You can access this document at: <https://www.gov.uk/government/publications/board-members-of-public-bodies-code-of-conduct>

Alongside your own declaration, we will also conduct due diligence checks, as noted above, on information in the public domain. Your declarations and information from our checks will be shared with the Advisory Assessment Panel, who may explore any issues with you as part of assessing your application.

Failure to disclose relevant information requested could result in an appointment offer being withdrawn or the appointment being terminated, as the person appointed to this role will be expected to demonstrate the highest standards of corporate and personal conduct and in line with standards set out in the Code of Conduct for Board Members of Public Bodies, which includes the Principles of Public Life. As part of agreeing to the terms and conditions of appointment you will be expected to agree to meeting the standards set out in this Code.

CV

We ask that you aim to limit your CV to around 2 pages. Please ensure your CV includes:

- Your full name, title, home address, personal contact telephone numbers (land line and mobile) and personal email address
- Details of your education and qualifications, employment history, directorships, membership of professional bodies and any relevant publications or awards

- Contact details for at least two referees. One referee should be the person to whom you are/were accountable in your current/most recent appointment or position of employment. Please indicate the relationship of each referee to you.
- Brief details of your current or most recent post and the dates you occupied this role, and any past or present Ministerial appointments.

Supporting Statement

The Supporting Statement is your opportunity to demonstrate how you meet each of the criteria set out in the person specification. You may want to add the essential and/or desirable criteria set out in the role description as subheadings in your statement and provide evidence underneath these. This will help the Advisory Assessment Panel to see how your skills and expertise relate to the role.

Please also set out details regarding any potential reputational issues (see above guidance on Standards in Public life).

Please ensure your full name, the role to which you are applying and the corresponding reference number for the post are clearly noted at the top of your Statement.

Please write all acronyms in full first, **limit your statement to two pages** and type or write clearly in black ink.

You must inform the department if, during the application and assessment process, your circumstances change in respect to any information that has been or should have been provided by you in your application.

Equality Information

You will be asked to complete questions on equality information when completing your application online. If you have previously created an account, the responses from that previous application will be saved. You will have an opportunity to review and edit your responses before you submit an application.

We encourage applications from talented individuals from all backgrounds and across the whole of the United Kingdom. Boards of public bodies are most effective when they reflect the diversity of views of the public they serve.

We collect equality information, including information about applicants' characteristics and educational and professional backgrounds, so that we can make sure we are attracting a broad range of people to these roles and that our recruitment processes are fair for everyone. Without this information, it makes it difficult to see if our outreach is working, if the application process is having an unfair impact on certain groups and whether changes are making a positive difference.

The data you provide is used to produce anonymised management information about the diversity of applicants. You can select "prefer not to say" to any question you do not wish to answer. **The information you provide will not be seen by the Advisory Assessment Panel.**

Reasonable adjustments to the application process

We are committed to making reasonable adjustments to make sure applicants with disabilities and/or, long term conditions, covered under both the Equality Act 2010 (England, Scotland & Wales) and Disability Discrimination Act 1995 (Northern Ireland) are not substantially disadvantaged when applying for public appointments. This can include changing the recruitment process to enable people who wish to apply to do so.

Some examples of adjustments are:

- ensuring that application forms are available in different or accessible formats, for example large print
- making adaptations to interview locations including hybrid arrangements
- allowing candidates to present their skills and experience in a different way
- giving additional detailed information on the assessment process to allow candidates time to prepare themselves
- allowing support workers to attend interviews, for example British Sign Language interpreters
- making provision for support animals to attend interviews.

When you complete your application online, you will be given the opportunity to tick a box to request reasonable adjustment(s) to the application process at the “check your answers before sending your application” stage.

Disability Confident scheme

DHSC values diversity and is committed to equality of opportunity for all and the appointment of disabled people. We are a member of the Government’s Disability Confident scheme, which helps recruit and retain disabled people.

As part of implementing the scheme, we guarantee an interview to anyone with a disability whose application meets all the essential criteria in the person specification for the role and who has asked that their application is considered under the scheme. Indicating that you wish your application to be considered under the scheme will in no way prejudice your application.

What do we mean by a disability?

To be eligible for the Disability Confident scheme you must have a disability or long-term health condition, which could be physical, sensory or mental and must be expected to last for at least 12 months. You do not have to be registered as a disabled person to apply under this scheme.

If you wish to apply under the scheme, please tick the relevant box at the “check your answers before sending your application” stage of your online application.

2.2 The Assessment Process

We will deal with your application as quickly as possible and will advise you of the likely timetable at each stage.

Planned timetable

- Closing date: Midday on 1 September 2026
- Shortlisting: 16 September
- Interviews: 7 and 8 October

Advisory Assessment Panel

Advisory Assessment Panels are chosen by Ministers to assist them in their decision-making. They include a departmental official and an independent member. For competitions recruiting non-executive members of a board (apart from the Chair), the Advisory Assessment Panel will usually include a representative from the public body concerned, normally the Chair.

Advisory Assessment Panels perform a number of functions, including undertaking sifting, carrying out interviews and assessing objectively who meets the published appointment criteria for the role. It is then for the Minister to decide who to appoint to the role.

The Advisory Assessment Panel will include:

- Stuart Nelson, DHSC senior sponsor for NHSBSA as panel chair
- Sue Douthwaite, Chair of NHSBSA
- Jon Hayes, NED and Chair of the ARC with the NHS Counter Fraud Authority as an independent panel member.

Assessment

When the advert has closed, we will commission a pre-assessment of candidate applications which will then be provided to the Advisory Assessment Panel for consideration and to inform the shortlisting process. By applying, you are agreeing to your application being shared with another party for pre-assessment. If they wish to, Ministers can see the full list of candidates and provide their views to the Advisory Assessment Panel ahead of shortlisting.

At the shortlisting meeting the Advisory Assessment Panel will assess applications against the essential criteria. It is the responsibility of the Advisory Assessment Panel to determine who it believes best meet the criteria for the role, and who should be invited to interview. If you have applied under the Disability Confident scheme and you meet all the essential criteria, then you will be invited for an interview.

If you apply under the Disability Confident scheme and you are not shortlisted for interview, we can provide a summary of the assessment of your written application, if you choose to request feedback. However, we regret that due to the volume of applications received, we

are only able to offer feedback to other candidates who have been unsuccessful at the interview stage.

If they wish to, Ministers can see the short list of candidates and provide their views to the Advisory Assessment Panel ahead of interviews.

You will be advised (by e-mail) whether you have been shortlisted. Those shortlisted will be invited to an interview. Interviews will be conducted either face-to-face, normally in central London or by video/teleconference. We will confirm arrangements to shortlisted candidates in due course.

If you are invited to interview and are unable to attend on the set date, then an alternative date can only be offered at the discretion of the Advisory Assessment Panel.

The Advisory Assessment Panel will meet again to interview candidates and determine who meets the essential criteria and is therefore appointable to the role. They may share the opening question with you in advance to allow you to prepare your answer. The Advisory Assessment Panel will go on to question you about your skills and experience, including asking specific questions to assess whether you meet the criteria set out for the post. They will also explore with you any potential conflicts of interest or any other issues arising from your personal and professional history which may impact on an appointment decision (see section 2.1 for further details).

Details of the Advisory Assessment Panel's assessment of interviewed candidates are provided to Ministers, including whether they have judged a candidate to be appointable to the role. It is then for Ministers to decide who should be appointed.

Ministers may choose to meet with candidates before making a decision. Candidates should therefore be prepared for a short time gap between interview and a final appointment decision being made. Candidates who have been interviewed will be kept informed of progress.

Once the decision on the appointment has been made, interviewed candidates will be advised of the outcome of their application, including whom they may approach for feedback, if they wish. We appreciate it takes a lot of time and effort to apply for roles, and prepare for and attend an interview, and that feedback is a valuable part of the process. In some circumstances, Ministers may choose not to appoint and to re-run the competition.

Offer of appointment

If you are successful, you will be contacted by officials to inform you of the offer and to ask you to confirm if you would be willing to accept. If you would, then the next steps will be to ask you to complete a Declaration of Interests form, which will be required to be signed-off by you and a senior official. DHSC will also conduct pre-appointment checks.

These checks are conducted on candidates to be appointed, prior to appointment. Your role is only initially offered subject to these checks being satisfactorily completed.

Some of the checks will be run by the department's Public Appointments Team and some will be commissioned by them from the Government Recruitment Service (GRS). Taken as a whole, the checks will include covering the requirements of the fit and proper person test, referred to earlier, and security checks.

The pre-appointment checks cover:

- identity check
- employment history
- references for the last 6 years of your employment
- occupational health assessment (where necessary)
- qualifications
- record of any upheld, ongoing or discontinued disciplinary, complaint, grievance, adverse employee behaviour or whistle-blowing findings
- Disclosure and Barring Service check
- professional registration/revalidation status (where required)
- insolvency check
- declaration of any settlement agreements
- a search of the Companies House register to ensure you are not disqualified as a director
- a search of the Charity Commission's register of removed trustees
- a check with the regulatory body for the NHS and relevant professional bodies where necessary
- social media check
- employment tribunal judgement check
- county court judgement check

Identity checks

The identity checks noted above will require you to initially provide three forms of documentation to verify your identity, and then provide further personal data, by completing an online form. The link to complete this form will be sent separately to you.

References

We will request two types of references as part of our due diligence process:

- those focused on your performance in current/previous roles, and assessing your fit against the person specification and meeting the requirements of the role to which you are applying. To support that, we require that you provide contact details for two referees: one from your current or most recent main employer, and one from another suitably qualified person who can make such an assessment. The contact details of both referees should be included in your CV. If we require further references will notify you in advance.
- those related to the conduct element of the fit and proper person test. If you are shortlisted, we will ask at that point that you provide the contact details of HR Directors or equivalent for any organisations you have been employed by or have held a Chair or Non-executive Director position with, in at least the last 6 years. These references will be focused on conduct: we will ask those organisations to confirm if there were or

are any misconduct or grievance processes that we should be made aware of. When we request contact details from you, we will share with you the specific questions we will ask of your former employers, and we will seek your permission to approach them.

- Both sets of references described above will only be collected if you have been offered the role, subject to successful pre-appointment checks, and are willing in principle to accept the role.

Occupational Health assessment

If you are offered an appointment, as part of standard pre-appointment checks, you will be asked a series of questions to ascertain whether you will need to undertake an Occupational Health assessment prior to being appointed. The Occupational Health assessment will determine whether you are fit to deliver the role and if you would need any reasonable adjustments to do so.

Appointment

On completion of your Declaration of Interests and the pre-appointment checks, you will receive a letter from Ministers appointing you as a NED of NHSBSA, which will confirm the terms and conditions on which the appointment is offered.

Announcement

All public appointments are announced on GOV.UK. The announcement is required to include the length of your appointment, the remuneration for the role and whether you have declared any political activity. We will share the draft announcement with you before it is made. A press notice may also be issued.

Queries

For any queries about your application status or the selection process, please contact Rachael Gingell in DHSC's Public Appointments Team:

Email: rachael.gingell@dhsc.gov.uk

If you choose to apply, we would like to thank you in advance for your time and effort in making an application.

You will receive an automated email to confirm your application has been submitted successfully.

Following the closing date, you will receive a further email from DHSC's Public Appointments Team confirming next steps in the selection process. If you have not received your application id reference number within 3 working days of the advertised closing date, please contact us quoting reference VAC-8952.

Governance Code on Public Appointments and the Commissioner for Public Appointments

The Governance Code on Public Appointments, published by the Cabinet Office, sets out the principles that should underpin all public appointments. The Governance Code can be found at:

<https://www.gov.uk/government/publications/governance-code-for-public-appointments>

The regulation of public appointments against the requirements of the Governance Code is carried out by the Commissioner for Public Appointments.

The Commissioner provides independent assurance that public appointments are made in accordance with the principles set out in the Code. The Commissioner is independent of the Government and the Civil Service. Further information about the role of the Commissioner is available from:

<http://publicappointmentscommissioner.independent.gov.uk>

If you are not completely satisfied

DHSC will aim to process all applications as quickly as possible and to treat all applicants with courtesy. If you have any complaints about the way your application has been handled, please contact Rachael Gingell by emailing rachael.gingell@dhsc.gov.uk

If after receiving a comprehensive response from the Department you are still concerned, you can write to the Commissioner for Public Appointments. Please contact:

The Commissioner for Public Appointments

1 Horse Guards Road

London SW1A 2HQ

Tel: 0207 271 8938

Email: publicappointments@csc.gov.uk

Complaints to the Commissioner for Public Appointments must relate to a regulated public appointments process. For further information please see: [Complaints - Commissioner for Public Appointments](#)

2.3 How we will manage your personal information

Your personal information will be held in accordance with the General Data Protection Regulation. You will not receive unsolicited paper or electronic mail because of sending the DHSC any personal information. No personal information will be passed on to third parties for commercial purposes.

When we ask you for personal information, we promise we will:

- Only ask for what we need, and not collect too much or irrelevant information
- Ensure you know why we need it
- Protect it and insofar as is possible, make sure nobody has access to it who shouldn't

- Ensure you know what choice you have about giving us information
- Make sure we don't keep it longer than necessary
- Only use your information for the purposes you have authorised

We ask that you:

- Provide us with accurate information
- Inform us as soon as possible of any changes, or if you notice mistakes in the information we hold about you

DHSC will process personal data relating to you in accordance with the DHSC data protection policy at [DHSC privacy notice - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/612342/dhsc-privacy-notice.pdf) and the Cabinet Office's data protection policy for public appointments at <https://apply-for-public-appointment.service.gov.uk/privacy>.

If you apply for a post, we will share some of the information you provide with the members of the Advisory Assessment Panel for the post to which you are applying, so that your CV and supporting letter can be assessed.

The equality information you provide will not be used in the selection process and will therefore not be shared with the Advisory Assessment Panel assessing your application at any stage. However, Advisory Assessment Panels may review the political activity response at the interview stage. This in no way acts as a bar to appointment.

The Commissioner for Public Appointments regulates and monitors appointments to public bodies to ensure procedures are fair. DHSC is required by the Commissioner for Public Appointments to retain information about the people who apply for public appointments within his remit and make this information available to him for audit purposes, if requested to do so. Information you provide in your application may therefore be made available to the Commissioner for Public Appointments and the Commissioner's auditors on a confidential basis to help fulfil either the Commissioner's formal complaints investigation role or for audit purposes.

Annex A – NHSBSA Legislation

Further Information

Disqualification

1. A person shall be disqualified if they are the chairman, chief executive or a non-officer member of:
 - (a) NHS England
 - (b) another Special Health Authority
 - (c) an NHS Trust,
 - (d) the National Institute for Health and Care Excellence,
 - (e) the Health and Social Care Information Centre
 - (f) a Local Health Board; or
 - (g) the Health Research Authority
 - (h) he is a member of an ICB.
2. Persons cannot hold office as a chair or non-officer member of the NHS Counter Fraud Authority if they are also a chairperson, member, officer, governor or director with, or is employed by, or contracted in any capacity to provide services to NHS Business Services Authority.
3. A person shall also be disqualified if they have within the preceding five years been convicted in the United Kingdom of any offence or been convicted elsewhere of any offence which, if committed in any part of the United Kingdom would constitute a criminal offence; and they have been sentenced to a sentence of imprisonment (whether suspended or not); and neither the conviction has been quashed nor the sentence reduced to a sentence other than a sentence of imprisonment (whether suspended or not) on appeal.

A person will also be disqualified for appointment if:

4. They are the subject of a bankruptcy restrictions order, an interim bankruptcy restrictions order, a debt relief restrictions order or an interim debt relief restrictions order under Schedule 4ZB to the Insolvency Act 1986.
5. They have been dismissed within the previous five years, otherwise than by reason of redundancy, from any paid employment with a health service body.
6. They are a person whose tenure of office as the chairman, a member, a director or a governor of a health service body other than a clinical commissioning group has been terminated on the grounds:
 - (a) that it was not in the interests of the health service body or of the health service that he should continue to hold the office,

- (b) of non-attendance at meetings,
 - (c) of non-disclosure of a pecuniary interest, or
 - (d) of misbehaviour, misconduct or failure to carry out his duties
7. They are a person who has been removed from office as the chair or a member of the governing body of a clinical commissioning group.
8. They are:
- (a) the subject of a national NHS disqualification
 - (b) or have been refused nomination or approval to fill a vacancy for a medical practitioner and was not subsequently nominated or approved or included in a primary care list
 - (c) or have been refused admission to a primary care list on certain grounds and have not subsequently been included in a primary care list
 - (d) conditionally included in a primary care list
 - (e) or have been removed from a primary care list on certain grounds and have not subsequently been included in such a list
 - (f) contingently removed from a primary care list
 - (g) suspended from a primary care list or treated as so suspended by virtue of regulation 6(2) of the Abolition of the National Health Service Tribunal (Consequential Provisions) Regulations 2001 or Regulation 6(2) of the Abolition of the National Health Service Tribunal (Consequential Provisions) Regulations 2002 and in this sub-paragraph any reference to a provision in the Act includes a reference to the provision corresponding to that provision in legislation relating to Scotland and Northern Ireland.
 - (h) subject to a disqualification order under the Company Directors Disqualification Act 1986, the Companies (Northern Ireland) Order 1986 or to an order made under section 429(2)(b) of the Insolvency Act 1986 (disabilities on revocation of administration order against an individual).
9. They have been:
- (a) removed from the office of charity trustee or trustee for a charity by an order made by the Charity Commissioners or the High Court on the grounds of any misconduct or mismanagement in the administration of the charity for which they were responsible or to which they were privy, or which they, by their conduct, contributed to or facilitated, or
 - (b) removed under section 7 of the Law Reform (Miscellaneous Provisions) (Scotland) Act 1990 (powers of Court of Session to deal with management of charities) from being concerned in the management or control of any body.
10. They are a member of the NHS Pension Scheme unless they are in receipt of benefits under the Scheme and are no longer eligible to contribute to the Scheme.

Cessation of disqualification

11. Where a person is disqualified on the following grounds:
- (a) They have been dismissed within the previous five years, otherwise than by reason of redundancy, from any paid employment with a health service body;
 - (b) They have been removed from the office of charity trustee or trustee for a charity by an order made by the Charity Commissioners or the High Court on the grounds of any misconduct or mismanagement in the administration of the charity for which he was responsible or to which he was privy, or which he, by his conduct, contributed to or facilitated; or
 - (c) Removed under section 7 of the Law Reform (Miscellaneous Provisions) (Scotland) Act 1990 (powers of Court of Session to deal with management of charities) from being concerned in the management or control of any body.
12. They may, after the expiry of two years beginning on the date on which they were dismissed (or, as the case may be, removed), apply in writing to the Secretary of State to remove the disqualification, and the Secretary of State may direct that the disqualification shall cease. Where the Secretary of State refuses an application to remove a disqualification no further application may be made by that person until the expiry of the period of two years beginning with the date of the application and this paragraph shall apply to any subsequent application.
13. Where a person is disqualified on that basis that they are a person whose tenure of office as the chairman, a member, a director or a governor of a health service body other than a clinical commissioning group has been terminated on the grounds that:
- (a) it was not in the interests of the health service body or of the health service that they should continue to hold the office
 - (b) of non-attendance at meetings
 - (c) of non-disclosure of a pecuniary interest; or
 - (d) of misbehaviour, misconduct or failure to carry out their duties
14. The disqualification shall cease on the expiry of the period of two years beginning on the date of the termination of his tenure of office or such longer period as the Secretary of State specifies when terminating their period of office but the Secretary of State may, on application being made to them by that person, reduce the period of disqualification.

Notice and Termination

15. The chairman or a non-officer member may resign from that office at any time during the term of that office by giving notice in writing to the Secretary of State.
16. Where the Secretary of State is of the opinion that it is not in the interests of, or conducive to the good management of, the Authority or of the health service that the chairman or non-officer member should continue to hold office, the Secretary of State may forthwith terminate their tenure of office by giving him notice in writing to that effect.

17. If the chairman or a non-officer member fails to attend three successive meetings of the Authority the Secretary of State shall forthwith terminate that person's tenure of office unless satisfied that:
 - (a) the absence was due to a reasonable cause; and
 - (b) the person in question will be able to attend meetings of the Authority within such a period as the Secretary of State considers reasonable.
18. Where a person has been appointed to be the chairman or a non-officer member, and they become disqualified for appointment, they shall notify the Secretary of State in writing of such disqualification.
19. Where it comes to the notice of the Secretary of State that at the time of their appointment or later a person was so disqualified, the Secretary of State shall forthwith declare that the person in question was not duly appointed and notify them in writing to that effect, and upon receipt of any such notification, their tenure of office, if any, shall be terminated and they shall cease to act as chairman or non-officer member.
20. If the chairman or a member has any pecuniary interest, direct or indirect, in any contract, proposed contract or other matter and is present at any meeting of the Authority at which the contract, proposed contract or other matter is the subject of consideration, they shall at the meeting and as soon as practicable after its commencement, disclose their interest and shall not take part in the consideration or discussion of the contract or other matter or vote on any question with respect to it. If it appears to the Secretary of State that the chairman or a non-officer member has failed to comply with this, they may forthwith terminate that person's tenure of office by giving them notice in writing to that effect.

Suspension

21. The Secretary of State may suspend an appointee from office while the Secretary of State considers whether:
 - (a) to remove the person from office as a result of the Secretary of State being of the opinion that it is not in the interests of, or conducive to the good management of the Authority or of the health service that the chairman or non-officer member should continue to hold office; or if it appears to the Secretary of State that the chairman has failed to comply with paragraph 20 above; or
 - (b) the person has become disqualified for appointment under paragraphs 1 to 10 above, or was so disqualified at the time of appointment.
22. The Secretary of State must give notice in writing to the appointee of the decision to suspend and the suspension takes effect on receipt of such notification.

23. A notice may be given in person, in which case the appointee is treated as receiving it when it is delivered; or sent by first class post to the appointee's last known address, in which case the appointee is treated as receiving it on the third day after the day on which it was posted.
24. The initial period of suspension must not exceed 6 months.
25. The Secretary of State may review the appointee's suspension at any time.
26. The Secretary of State must review the appointee's suspension if requested in writing by the appointee to do so, but need not carry out a review less than 3 months after the beginning of the initial period of suspension.
27. Following a review, the Secretary of State may revoke the suspension; or suspend the appointee for another period of not more than 6 months from the expiry of the current period.

The suspension must be revoked if at any time the Secretary of State decides that there are no grounds to remove the chairman or non-executive member from office under paragraphs 16 or 20; that there are such grounds but does not remove that person from office as chairman or non-executive member under these provisions; or the person is not disqualified for appointment under paragraphs 1 to 10.

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