

Infected Blood

Compensation Authority

IBCA Non-Executive Director Recruitment Pack

**Welcome from the interim Chair of the Infected Blood Compensation Authority,
Sir Robert Francis KC**

Dear Candidate,

Thank you for your interest in this important role. The successful candidates will provide independent oversight and strategic guidance to the Infected Blood Compensation Authority (IBCA), which has been set up to address the harm caused to individuals and their families by contaminated blood products.

This is no ordinary Arm's-Length Body. IBCA, which was created in May 2024, has been given the key task of supporting people's eligibility for compensation and ensuring that victims receive their entitlement as quickly as possible.

The Board, consisting of executive as well as non-executive members, works collaboratively, making decisions largely by consensus. It is in this context that we are looking for two exceptional leaders to join our Board.

All of our Non-Executive Directors are encouraged to take part in meetings with the infected blood community, listening to victims and their representatives. We continuously learn from them how to develop and improve the service we offer. Our Board members are also encouraged to do more than seek conventional assurance and to proactively support the executive with their experiences.

If you share our passion and want to make a real difference to victims of this scandal and their families, then we hope you will consider joining the IBCA Board.

The Infected Blood Compensation Authority

About Us

The Infected Blood Compensation Authority (IBCA) is an independent, Non-Departmental Public Body established by the Victims and Prisoners Act 2024. Our function is to pay compensation in accordance with the Infected Blood Compensation Scheme to eligible individuals impacted and affected by the contaminated blood scandal.

Our duties are set out in the Victims and Prisoners Act 2024, sections 47 to 57, and Schedule 1, and the Infected Blood Compensation Scheme Regulations 2025. We operate independently of the UK, Scottish, and Welsh governments and the Northern Ireland Executive. We are funded through the UK Cabinet Office.

Our Governance

IBCA is committed to the highest standards of governance so that we operate efficiently, transparently and meet our strategic objectives.

We have a framework agreement which has been agreed with the Cabinet Office, our sponsoring department, and HMT. The framework document sets out the broad governance framework within which the IBCA and the Cabinet Office operate.

The framework sets out IBCA's core responsibilities, describes the governance and accountability framework that applies between the roles of the Cabinet Office and IBCA, and sets out how the day-to-day relationship works in practice, including in relation to governance and financial matters.

About the Board

The Board sits at the centre of leading how IBCA is set up, how it operates, and how it drives a process of continuous improvement so that the organisation can better serve the infected blood community.

The purpose of the Board is to agree the strategic direction, to provide advice, scrutiny and challenge on how it is delivered, to monitor performance, and to advise on significant risks.

The agenda for the Board is set by the Chair in consultation with the Chief Executive Officer.

Due to the purpose of the organisation and the large sums of money involved in the compensation scheme, the risk profile for IBCA is far broader than in most ALBs. A monthly process is used to identify and report overarching strategic risks that could have a significant adverse impact on IBCA's ability to operate or meet its strategic priorities.

Committees of the Board include the Audit and Risk Committee, the Remuneration Committee, and the Quality & Performance Committee, which is in the process of being established.

In addition to these committees, the Clinical Panel and the Community Panel are also in the process of being established to support the Board's work. These are advisory panels that will ensure that our policies and decision-making are informed by expert advice and by the experiences of those we support.

The Authority operates under a unitary board structure, comprising both Non-Executive and Executive members.

Current Non-Executive Board Members

- Sir Robert Francis KC - interim Chair of IBCA and Chair of the Clinical Panel
- Sir Rob Behrens - interim Deputy Chair of IBCA and Speak Up Champion
- Russell Frith - interim Chair of the Audit and Risk Assurance Committee
- Helen Parker - interim Chair of the Remuneration Committee and lead NED for the Community Panel
- Deborah Harris-Ugbomah - interim Chair of the Quality and Performance Committee

Current Executive Members

- David Foley, interim Chief Executive Officer
- Celine McLoughlin, Director of Digital and Service Owner
- Sindy Skeldon OBE, Director of Operations

The Director of Corporate Services will join the Board as an Executive Member upon appointment.

The Non-Executive Director Opportunity

It is a significant time to join IBCA as it delivers on ministerial commitments to increase the pace at which it makes compensation payments to those infected and affected by the infected blood scandal. Over the next few years, the Board and its non-executive members must be able to offer independent, credible, impartial and strategic advice, guidance, and challenge as the executive delivers on the organisation's core objectives.

This is a high-profile role, offering a unique and unrivalled opportunity to operate on a national level. You will play a crucial role in a new organisation that pays compensation to those impacted by the infected blood scandal, as quickly as possible, whilst acknowledging the years of unjust hurt felt by this community. It is imperative that IBCA builds trust within the community, delivers a quality service that meets the community's unique needs, and balances the pace at which payments are made with the accountability to the UK public and Government.

Non-Executive Board Directors are appointed on merit, reflecting ability and experience, for a fixed term. They will exercise their role through influence and advice, supporting - as well as challenging - the Executive. They will advise on the clarity of strategic direction, performance, operational issues and the effective management of the department. These responsibilities should be performed both in and outside of Board meetings. The Executive invites and involves the Non-Executives in key areas to ensure critical challenge and support.

Location

IBCA's headquarters are based in Newcastle; we are in the process of exploring a second, permanent location in Glasgow. Currently, Board and Committee meetings are held in Newcastle; future meetings will also be held in Glasgow.

Stakeholder Relationships

Key stakeholder relationships for our Non-Executive Directors include:

- Chief Executive
- IBCA Directors
- Infected blood community & stakeholders

Time requirements

The time commitment associated with this role is three days per month, although any time contribution beyond this is welcome. This includes quarterly Board meetings and agreed involvement at committee meetings. There are also opportunities to participate in meetings with the infected blood community.

The appointment is for a term of 3 years.

The role is remunerated at £15,000 per annum.

Background to the role

The interim Chair of IBCA, Sir Robert Francis, is seeking to appoint two permanent Non-Executive Directors to help further shape the Board and its focus.

Alongside sitting on the IBCA board, you will be expected to work with both officials and members of the community to ensure that IBCA delivers its strategic objectives and pays compensation to the infected and affected members of the community as soon as possible.

As a new incoming Non-Executive Director, you will be able to make a long-term impact on the running of a high-profile organisation, supporting people to receive the compensation that they are entitled to, whilst ensuring that the process is as smooth and as efficient as possible.

Role Description

The Non-Executive Board Member aspect of the role is varied and covers a range of issues. Each month may differ; however, general activities include:

- Acting as a trusted sounding board to senior officials as appropriate, including operational delivery, financial management, risk appetite, talent/people, technology and management information.
- Providing mentorship, scrutiny, challenge, and advice about the operational implications of policy, delivery and transformation proposals by:
 - Reviewing the organisation's business plans and challenging progress
 - Scrutinising reporting from the organisation on performance and challenging IBCA on its appropriateness as well as progress.
- Supporting and ensuring appropriate approval processes are followed, identifying and mitigating risks, and ensuring pragmatic governance is adhered to.
- Undertaking deep dives into key areas of risk and material delivery challenges.

We are recruiting for two specialist roles:

1. Customer Journey Non-Executive

Delivering a fair, compassionate and user-centred experience and service.

IBCA's purpose is to deliver fair compensation to those infected and affected. The Authority is committed to ensuring that no significant step in its lifecycle will take place without the Authority listening to and learning from the community, as well as ensuring, through sensitive and proactive communication and transparency, that all concerned understand what IBCA is doing and the reasons for its decisions.

As operational policy and design develop, strong insight into claimant experience and journeys will be required. Strengthening this area will support a process that is empathetic, inclusive, trauma-informed and trusted by its users.

Accordingly, the Authority will welcome applications from individuals who can evidence leadership-level experience in techniques of co-designing service policy and delivery with users, ensuring that the claimant experience and journey drives operational design.

The successful individual is likely to have held leadership roles in organisations or services requiring sensitive relationships with service users, and an understanding of how service design, communication and delivery can be shaped around user needs to build trust and confidence.

The successful candidate should also have a profound understanding of the deep hurt, systemic failure, and long-term suffering experienced by the victims. This requires strategic leadership that guarantees the Authority's process is designed to prevent re-traumatisation, ensuring every decision is shaped with the community's involvement, and is dedicated to rebuilding trust with those we serve.

2. Digital and Technology Transformation Non-Executive

Development of a data and digital-driven service for claims managers and users.

IBCA's priority is to build a data and digitally-driven system that underpins the effective delivery of the compensation scheme. The Authority is committed to ensuring that its systems, processes and digital platforms are secure, efficient and user-focused, enabling the delivery of accurate and timely compensation.

Strengthening digital capability will maximise the use of technology to support efficient working, effective data management, and value for money, while ensuring systems are designed efficiently and with empathy for users.

Accordingly, the Authority will welcome applications from individuals who can evidence strategic understanding and experience of developing and overseeing data and digital systems, with a proven record of using technology to improve operational performance, resilience, value for money and service quality.

The successful individual is likely to have held leadership roles in organisations or services requiring responsive and empathetic relationships with users, and an appreciation of how digital platforms can be designed efficiently, securely and responsibly to meet user needs.

Essential criteria

- Knowledge: a clear understanding of the work, priorities and challenges of the Infected Blood Compensation Authority and the context within which it operates.

- Relationship building: the ability to build strong stakeholder relationships, including with senior government officials and external stakeholders.
- Communication: strong communication and interpersonal skills with the ability to listen, accept challenge and constructively challenge others in discussions with clarity and respect.
- Judgement: effective decision-making skills with the ability to critically analyse a wide range of information to make clear and objective evidence-based recommendations to support the delivery of the organisation's objectives.
- Collaboration: ability to work closely with the executive board and other key stakeholders, providing support, constructive challenge and assurance as appropriate.

Desirable criteria

Appointment 1: Customer Journey

- Experience in customer journeys and user experiences.

Appointment 2: Digital and Technology Transformation

- Experience of leadership in the delivery of significant digital transformation or data strategy programmes across the private, public, or voluntary sectors.

We recognise that effective boards bring together a diversity of perspectives, backgrounds, and experiences. While previous experience of serving as a Non-Executive Director is desirable, it is not essential. We welcome applications from individuals who may not have held a formal board role before but can demonstrate the executive-level experience required to contribute effectively to the work of the Authority.

How to apply

- If you wish to apply for this position, please supply the following by the closing date of Friday 5th December 2025.
 - A comprehensive CV setting out your career history, with responsibilities and achievements.
 - A covering letter (maximum two sides) highlighting your preferred role, suitability, and setting out how you meet the person specification. Please note that the covering letter is an important part of your application and is as much the means by which you will be assessed as your CV.

Timeline

- We expect to sift and shortlist applications w/c 8 December 2025

- Fireside chats with shortlisted candidates w/c 15 December 2025
- Interviews are expected to take place w/c 5 January 2026
- Appointments are expected to be announced w/c 26 January 2026

Diversity monitoring

You will be required to complete a diversity monitoring form as part of the application. The diversity monitoring information will not be seen by the panel assessing your application.

Conflicts of Interest

IBCA takes real or perceived conflicts of interest seriously. If you have any business or personal interests that might be relevant to the work of IBCA, and which could lead to a real or perceived conflict of interest if you were to be appointed, please provide details in your covering letter. All successful candidates will be required to regularly declare any interests on appointment, and they will be entered on a register which is available to the public.

Security clearance

The successful candidate will be required to undertake Baseline Personnel Security Standard checks in line with the Civil Service guidelines. Additional Security Clearance may also be required for certain roles. However, where this applies, candidates will be notified during the appointment process. Further information on National Security Vetting can be found on the Gov.uk website [here](#). Pre-appointment checks will also be undertaken on immigration and criminal convictions. The role will be offered on a conditional basis until the successful candidate has passed all checks.

Political activity

Political activity is no bar to appointment. Information on political activity is primarily sought for monitoring purposes only; however, this information will be shared with the selection 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.

Please note that any political activity declared by successful candidates will be published in accordance with the Governance Code on Public Appointments.

Due diligence

Please note that due diligence will be carried out on shortlisted candidates. Candidates should expect this to include searches of previous public statements and social media, blogs or any other publicly available information.

Appendix 1: The Seven Principles of Public Life

Board members are subject to the Cabinet Office's code of conduct for board members of public bodies, which also requires us to understand and comply with these principles.

The principles are:

Selflessness - holders of public office should take decisions solely in terms of the public interest. They should not do so in order to gain financial or other material benefits for themselves, their family or their friends.

Integrity - holders of public office should not place themselves under any financial obligation to outside individuals or organisations that might influence them in the performance of their official duties.

Objectivity - in carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.

Accountability - holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

Openness - holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.

Honesty - holders of public office have a duty to declare any private interests relating to their public duties and take steps to resolve any conflicts arising in a way that protects the public interest.

Leadership - holders of public office should promote and support these principles by leadership and example.

Appendix 2: Cabinet Office Privacy Notice

This notice sets out how the Cabinet Office will use your personal data, and your rights. It is made under Articles 13 and/or 14 of the General Data Protection Regulation (GDPR).

Purpose

Our purposes for processing your personal data are:

- to recruit for public appointments for the Cabinet Office or one of its sponsored bodies, including dealing with applications, selection, appointment, and vetting
- to monitor and promote diversity in appointments, and
- to produce statistics

The data

We will process the following personal data: your application, including name, contact details, location, employment history, qualifications, CV and other background information relevant to your application; sift and interview assessments; and conflicts of interest and political activity.

Diversity data will also be requested if you make an application via the Public Appointments Website, although you may decline to provide this if you wish. This includes age, gender, ethnicity, sexual orientation, recorded disability, and faith.

We may also process other information gathered by the Cabinet Office as part of due diligence, including information obtained from public sources, including social media.

Information relating to your nationality, address, family history and criminal convictions may be required in order to enable you to hold the necessary security clearance for your new role.

Lawful basis

Our legal basis for receiving and using your information is that it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the data controller. In this case, that is to ensure that high-quality candidates are identified via robust recruitment processes in line with the Governance Code for Public Appointment published pursuant to Article 3(1) of the Public Appointments Order in Council 2016. We also have a public task to monitor and promote diversity under our public sector equality duty.

Where a contract of employment exists, we also process your data on the legal basis that it is necessary for the performance of a contract to which you are a party, and it is necessary in order to take steps at your request prior to entering into a contract.

Sensitive personal data is personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the

processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation.

We may process this data to make reasonable adjustments for applicants and to conduct due diligence checks. Our lawful basis for processing your sensitive personal data is:

- It is necessary for the purposes of performing or exercising our obligations or rights as the controller, or your obligations or rights as the data subject, under employment law, social security law or the law relating to social protection (reasonable adjustments)
- Processing is of data concerning ethnicity, religious or philosophical belief, health, including disability or sexual orientation, it is necessary for the purposes of identifying or keeping under review the existence or absence of equality of opportunity or treatment between groups of people with a view to enabling such equality to be promoted or maintained (diversity monitoring) processing is necessary for reasons of substantial public interest for the exercise of a function of the Crown, a Minister of the Crown, or a government department (diversity monitoring and due diligence)
- It relates to personal data which are manifestly made public by you (due diligence)

Recipients

Information that you supply to the Cabinet Office as part of your application for a Public Appointment may be shared with members of the Advisory Assessment Panel for the purposes of sifting applications and conducting interviews. This may include your name, employment history, qualifications, CV and other background information relevant to your application, including sift and interview assessments, conflicts of interest, and political activity. This may also include other information gathered by Departments as part of due diligence, including information obtained from public sources.

Diversity and other data will be shared with the Commissioner of Public Appointments (OCPA) for the exercise of their statutory functions. This may include age, gender, ethnicity, sexual orientation, recorded disability, faith and geographical location, principal employment sector, number of government public appointments held, and declarable political activity. Your name will not be included in the information that is collected and shared with OCPA. You can see how OCPA handles personal data shared with it in its privacy notice, here:

<https://publicappointmentscommissioner.independent.gov.uk/privacy-and-cookies-policy/>.

As your personal data will be stored on our IT infrastructure, it will also be shared with our data processors who provide email, document management and storage services.

Retention

The Cabinet Office will store your application and other data if you are successful for the duration of your appointment and for 2 years thereafter.

If your application is unsuccessful, we will retain your data for one year.

International transfers

As your personal data will be stored on our IT infrastructure and shared with our data processors, it may be transferred and stored securely outside the European Union. Where that is the case, it will be subject to equivalent legal protection through the use of Model Contract Clauses or the Privacy Shield scheme.

Your Rights

- You have the right to request information about how your personal data is processed, and to request a copy of that personal data.
- You have the right to request that any inaccuracies in your personal data be rectified without delay.
- You have the right to request that any incomplete personal data be completed, including by means of a supplementary statement.
- You have the right to request that your personal data be erased if there is no longer a justification for it to be processed.
- You have the right in certain circumstances (for example, where accuracy is contested) to request that the processing of your personal data is restricted.
- You may have the right to request a copy of any personal data you have provided, and for this to be provided in a structured, commonly used and machine-readable format.
- You have the right to object to the processing of your personal data.

Complaints

If you consider that your personal data has been misused or mishandled, you may make a complaint to the Information Commissioner, who is an independent regulator. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, or 0303 123 1113, or casework@ico.org.uk.

Any complaint to the Information Commissioner is without prejudice to your right to seek redress through the courts.

Contact details

The data controller for your personal data is the Cabinet Office.

In relation to equality and diversity data, the Cabinet Office and the Office for the Commissioner of Public Appointments are joint data controllers. The contact details

for the Cabinet Office are: Cabinet Office, 70 Whitehall, London SW1A 2AS, or 0207 276 1234, or publicappointments@cabinetoffice.gov.uk.

The contact details for the Cabinet Office's Data Protection Officer (DPO) are: Stephen Jones, DPO, Cabinet Office, 70 Whitehall, London SW1A 2AS, or dpo@cabinetoffice.gov.uk.

The Data Protection Officer provides independent advice and monitoring of the Cabinet Office's use of personal information.

This Notice is relevant to Infected Blood Compensation Authority (IBCA) applicants, prospective, current and ex-employees and workers.

This notice does not apply to contractors who are subject to individual or commercial contracts.

Please see IBCA's HR and finance privacy notice at the following link:

<https://ibca.org.uk/hr-finance-privacy-notice>.