

Welcome

Thank you for your interest in the role of Chief Executive Officer at Good Things Foundation. It's an exciting time to be working in digital inclusion in the UK with the government's digital inclusion action plan and the focus on digital skills including AI and how they can help spearhead economic and social success.

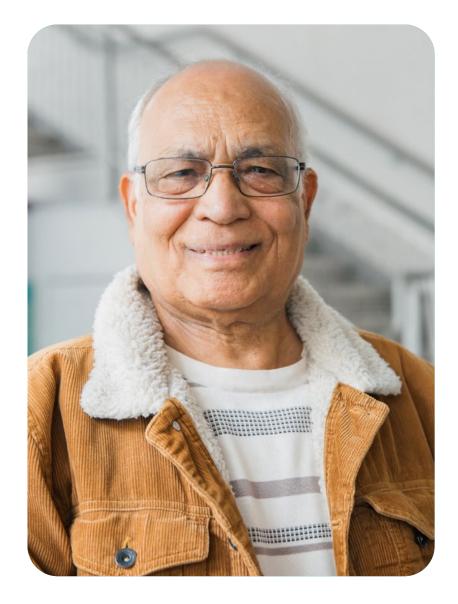
As technology continues to rapidly advance, we must deepen our efforts to ensure that everyone can thrive in our digital world. Good Things Foundation is at the forefront of this effort, working in partnership right across the sector, championing the role of grass-roots community organisations in fixing the digital divide, here in the UK and internationally.

After an incredible 15 years in the role, championing digital inclusion at all levels in society, Helen Milner, founder of Good Things Foundation will be retiring from her role as Chief Executive in 2026. We are now seeking a visionary, dynamic and influential Chief Executive to take us forward into our next chapter, delivering our strategy to 2028 and beyond and continuing our vital mission.

This is an exciting opportunity for a strategic executive leader with a proven ability to influence policy and convene people to drive systems change; and a commitment to creating a more inclusive society. Entrepreneurial yet delivery focused, you will bring excellent leadership credentials and a track record of building effective relationships across diverse stakeholders. You may come from any sector, although an understanding of how charities operate, whether through executive experience or as a trustee, will be important. Equally essential is experience of income generation, alongside the ability to inspire, advocate, and translate vision into action. You will lead a talented Executive team and will work with an equally talented Board of Trustees, convening Good Things staff, industry leaders and external partners and stakeholders. I am delighted that you are considering the role of Chief Executive and hope that you are inspired to join us. We look forward to hearing from you.

Liz Williams MBE Group Chair

& Williams.







About us

The search for a new Chief Executive couldn't come at a more exciting time. The UK Government has published their Digital Inclusion Action Plan, the pace of technology and Al is accelerating and we are updating our strategy to take advantage of new opportunities and address challenges in this changing environment. Together, these create a powerful opportunity for our next Chief Executive to drive systemic change and focus on what we do best to support the technology, social and economic challenges we face as a society.

Good Things Foundation is the UK's leading digital inclusion charity. Since our founding in 2011, we have been at the forefront of tackling digital exclusion in the UK, Australia, and beyond. As a staff-mutual, both staff and trustees are Members, meaning our people play an active role in shaping decisions and holding the organisation accountable. This creates a culture where governance is not remote, but embedded in our everyday working life, and where our values are not just words, but lived in practice.

Our Vision

A world where everyone benefits from digital, so that everyone can become healthier, happier and better off.

Our Mission

To fix the digital divide – for good.

Our Values

- Collaborative
- People-focussed
- Positive
- Creative
- Curious

To view our most recent strategy, please click here.







Our work

Recent research in partnership with the University of Liverpool and Loughborough University found that 45% of UK families with children lack minimum digital living standards. Low-income households, older people, disabled people, and minority ethnic groups are most affected, and without intervention, this exclusion threatens to deepen social divides.

We are at the heart of the national response, working to deliver immediate and tangible help for people, whilst shaping long-term systems change through advocacy, policy and partnerships.

Digital technology has transformed how we live, work, connect and learn, and yet nearly 1 in 5 adults lack the most basic digital skills needed for everyday life; over 1 in 20 households have no internet access; and two million households struggle with the affordability of internet access.

We achieve our impact for digitally excluded people through working in partnership with:

- frontline organisations in the community providing direct support to digitally excluded people and people at risk of digital exclusion
- our strategic partners who share our vision and support us strategically and financially to deliver our mission
- local, regional and central government across the nations delivering services and developing policy

We support digitally excluded people through a blend of national infrastructure and grassroots delivery. Our key services include:

- The National Databank: like a foodbank for data providing free SIMs and mobile data packages.
- The National Device Bank: a sustainable, circular economy approach to refurbishing and redistributing donated tech.
- The National Digital Inclusion Network: over 7,300 community-based hubs offering localised support.
- Skills content and resources such as Learn My Way: a free e-learning platform with hundreds of beginner-friendly topics on essential digital skills, including newly launched media and Al literacy content
- What Works Co-Lab: a research and innovation programme generating evidence and piloting new models of digital inclusion.
- Delivering national digital support services, such as for HMRC and previously to support the Census.

We are evolving our strategy to elevate our work in advocacy and campaigning around system change, widen our partnerships at national, regional and local level and to increase innovation and thought leadership through our What Works Co-Lab programmes.

Our new Chief Executive will have an immediate opportunity to further shape this emerging thinking and steer this strategy and our delivery approaches towards our strategic goals.





Job description

Job title

Chief Executive

Reports to

The Chair of the Board of Trustees

Direct reports

Director of Business Development & Partnerships, Director of Evidence and Impact; Chief Operating Office and Manager of Executive Office

Our next Chief Executive will be an influential leader at the highest level both externally and internally and act as the primary ambassador for the organisation.

Role purpose

Through passionate, inspirational, visionary leadership and through ensuring clear priorities and success measures are in place, the Chief Executive leads the direction of Good Things Foundation.

You will think broadly, widely and deeply and ensure

- effective and sustainable implementation of our agreed strategic direction
- a sustainable income approach and pipeline is in place so we can fund our mission
- · efficient management and improvement of our operations
- that we work collaboratively across our networks of partners and funders to enhance our profile, strengthen our voice, expand our reach and deepen our impact
- that we deliver impact at scale for digitally excluded people or people at risk of digital exclusion.

You will lead our efforts to achieve major levels of impact and sustainable growth and to influence policy to ensure digital inclusion remains a national priority.

The Chief Executive empowers and motivates others, both within the organisation and nationally to build a movement and momentum around fixing the digital divide. This means being able to secure income sources and sponsorship to enable us to transform ideas and concepts into action at all levels and forging and convening partnerships and networks for optimal impact

As the profile of digital inclusion has increased more recently, the Chief Executives role is to persuade new and existing stakeholders to face the new challenges together, seeking new and continued investment and support to carry on improving participation in our digital world for everyone.

As an entrepreneurial, innovative and evidence-led organisation, Good Things' ability to be agile, creative and action-focussed is key to our success in shifting the dial on digital exclusion and leaving no-one offline.





Main responsibilities

- Agreeing strategic priorities with the Board of Trustees and ensuring the organisation has the ambition, skills and capabilities to deliver on these for maximum impact for digital excluded people
- Leading and developing the talented Senior Management Team ensuring they collaborate effectively, and are empowered to lead their own disciplines and teams and to manage change smoothly
- Nurture and develop new and existing strategic partnerships to deliver maximum impact and secure a sustainable income going forward, as well as implementing an effective fundraising strategy to underpin our strategy
- Convene powerful and influential networks to collaborate in the design and effective delivery of our digital inclusion programmes and infrastructure services to deliver and provide the evidence of solutions for lasting change
- Ensure an effective communication strategy across the sector so that Good Things retains its leading voice in the sector including representing Good Things nationally and internationally as an expert in digital inclusion, convening key panels and working groups on key issues and ensuring a high public profile personally and organisationally
- Ensure good charity and corporate governance, providing assurances to the Board of Trustees that finances, people and processes are responsibility managed, and risks effectively assessed and mitigated
- Role modelling our values and behaviours and nurturing a culture of learning and inclusion across Good Things, ensuring our programmes and the way we work builds on the best of everyone's contribution







Person specification

Knowledge and experience

- Demonstrable experience of strategic and operational leadership at executive level – setting strategy and turning broad aims and direction into practical plans for delivery.
- Direct personal experience in an executive level role of working with central and devolved Government departments to influence policy and deliver social impact
- Knowledge of social change key principles, impact measurement and systems thinking with a demonstrable track record of delivering impact in social change
- Evidence of developing and maintaining innovative strategic partnerships with a diverse range of stakeholders and evidence of income generation of at least £3 million per annum
- Knowledge and experience of organisational finance, financial planning, and budget management.
- Experience of working with Boards and bringing knowledge and understanding of legal, regulatory, social and ethical responsibilities and corporate governance.
- Knowledge of emerging challenges of AI and the impacts and opportunities presented by fast-moving developments.

Skills and abilities

- Strong innovation and convening experience with ability to motivate people to turn ideas into action and impact
- An entrepreneurial spirit relentlessly ambitious for Good Things Foundation - seeking out new possibilities and avenues - and understanding the context in which we are operating
- Outstanding and adaptive leadership and management skills, coupled with a learning and growth mindset
- Compelling and influential public speaking ability with an understanding and track record in using social media and digital channels to generate interest and profile

Styles and behaviours

- Committed to digital and social inclusion and ensuring everyone can benefit from digital technology now and in the future
- A personal commitment to equity, diversity, and an inclusive and empathetic approach to relationships and work culture is essential.





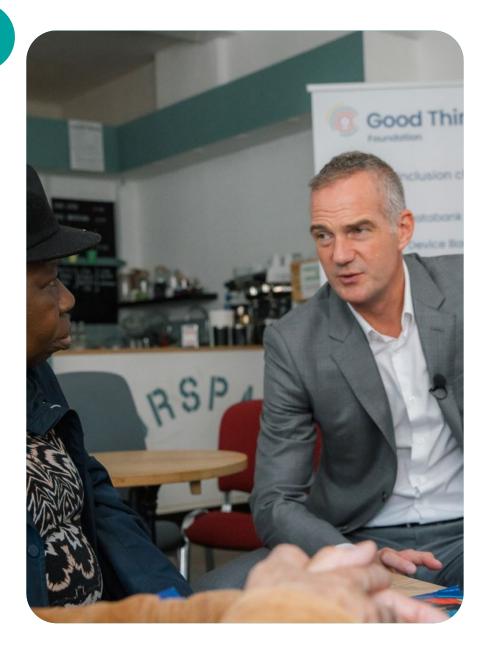
Inclusive recruitment approach

We welcome applications from people who are looking to work flexibly in terms of hours and locations and from people with diverse backgrounds and experiences.

Our values underpin our equity, diversity, and inclusion commitments. It's only through promoting inclusion that we can truly embody the values of being people-focused and collaborative. Creativity is central to Good Things and we understand that having a diverse workforce drives innovation and creativity.

As an organisation, we're committed to ensuring that individual contributions are encouraged and valued. We recognise the significant benefits that can be achieved from striving towards a workforce that represents our partners in thousands of communities across the UK and further afield.

We therefore welcome applications from everybody who is committed to our vision and values and can demonstrate the skills, competencies, and experience required for the role applied for.







Terms of appointment

Salary

The salary for this role is c. £100,000 - £120,000 per annum on a full-time permanent basis

Pension

Employer pension contribution of 10% and a 5% employee contribution

Location

Sheffield or London (hybrid working available)

Our workforce is predominantly Sheffield-based, though we work nationally and the Chief Executive is expected to spend significant time in London. We have a touch-down office in Sheffield City Centre and meeting regularly in Sheffield as a whole team is key to our culture. We operate hybrid working where all staff can work from home regularly, if they choose.

As the public face of our high profile organisation, there will be significant national travel and occasional overseas travel.

Annual leave

30 days annual leave per year.







How to apply

We hope you will consider making an application. If you have questions about the appointment and would find it helpful to have an informal conversation, please contact chris.milo@starfishsearch.com and we will be happy to arrange a call. To make an application, please go to https://starfishsearch.com/jobs/gtf-ceo/ and click on the apply now button, with the following prepared:

- Your CV (no more than three sides).
- A supporting statement (no more than two sides) that sets out:
 - Tell us why you want to be our new Chief Executive. Why does the mission of Good Things Foundation matter to you?
 - Explain why social inclusion is important to you and how this will enable you to lead Good Things Foundation with passion, authenticity and integrity.
 - How have you fostered and supported a healthy, engaging and values-led culture in your teams or organisation?

We would also be grateful if you would complete the Equality and Diversity monitoring form on the online application process. This form is for monitoring purposes only and is not treated as part of your application.

Closing date: 24th October 2025

Preliminary interviews: w/c 10 November 2025

Final Panel First Stage interviews: 2nd December 2025 (Sheffield)





