

REGIONAL SUPPORT OFFICER



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

WHO WE ARE

We are Diabetes UK and it's our mission to tackle diabetes, day in and day out, until it can do no harm. One in five adults in the UK are living with diabetes or prediabetes, and we're determined to change that. Join us and together we can change the future of diabetes.

For the last 90 years, we've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do.

We're committed to preventing diabetes where possible, improving daily life for those living with it, and ultimately finding a cure. We're also focused on tackling stigma and reducing inequalities faced by people at risk or living with diabetes.

We've got some really ambitious goals over the next few years and we're looking for people who share our ambition to help us stop the harm diabetes causes.

We can't do any of this without you.

Our 2026 -2030 strategy commits us to 3 ambitious outcomes: Prevention and Cure, Everyone included and Living Well with Diabetes. To read more about our strategy please click here [DUK-Strategy-2026-2030-compressed.pdf](#)

At Diabetes UK, we live and breathe our values:

We put people first – We recognise that people are individuals with different preferences, circumstances and needs. We collaborate with others, listen carefully and keep commitments.

We make change happen – We are ambitious to drive change with and for people living with diabetes. We challenge constructively if needed.

We're driven to know more – We find ways to share knowledge and insights with colleagues and take advantage of learning opportunities across the charity.

We keep things simple – Diabetes is complicated enough.

If these values resonate with you, we'd love to hear from you.



Colette Marshall

Colette Marshall
Chief Executive

JOB DESCRIPTION

Role title: Regional Support Officer

Contract type: Permanent part-time

Hours: 17.5 per week (spread over 3-5 days)

Location: London Office

Salary: £26,936-£28,062 (pro-rata)

Role reports to: Head of Region

Key relationships (internal and external): Colleagues across the regional team, other regions and nations teams, Finance, Facilities, IT, Marcomms, Events, Info Gov, Services teams. People living or affected by diabetes; general public, other local agencies across statutory and voluntary sector and commercial and community organisations, health care professionals.

Key focus of the role: Our regional teams provide a crucial link between Diabetes UK and the community. They work to improve outcomes and access to diabetes care, empower people to live better and more confident lives with diabetes, and engage with diverse communities across the region to provide support and information. The Regional Support Officer ensures the efficient operation of the regional team, day to day administration and related internal and external services, being the first point of contact in the region to provide support and information for people living with, and affected by, diabetes.

Key tasks and responsibilities

- Provide administrative services and support, including minute taking, sourcing venues, liaising with outsourced suppliers.
- Manage financial processes for the team, including purchase orders, invoices, payments, and reconciliations to a professional standard.
- Provide an excellent customer experience to members of the public by being the first point of contact for general queries, managing regional mailboxes, responding to questions and/or signposting to the relevant colleagues.
- Provide information, support, and adequate responses to regional enquiries, including people living with diabetes who contact the regional office.
- Implement and oversee a range of processes to a high-level including finance, health and safety, GDPR and other compliance requirements.
- Work with the Communities and Volunteering local team to provide support and guidance for volunteers and groups, helping them to access requirements for materials and resources that support them in their volunteering and activities.
- Provide support to the regional team in reaching, engaging and supporting people with diabetes, healthcare professionals and other stakeholders when able, both face to face and online, making appropriate use of a range of resources and platforms.

Person specification

	Criteria:		Assessed via:	
	E	D	A	I
Experience				
Providing administrative services and support, including minute taking, sourcing venues, liaising with outsourced suppliers	X		X	X
Managing financial processes for the team, including purchase orders, invoices, payments and reconciliations to a professional standard		X	X	X
Providing an excellent customer experience to members of the public by being the first point of contact for general queries	X		X	X
Implementing and overseeing a range of processes to a high-level including finance, health and safety, risk assessment, GDPR and other compliance requirements		X	X	X
Providing support to the regional team in reach, engaging and supporting people with diabetes		X		X
Knowledge				
Using on-line platforms and Microsoft packages e.g. Microsoft Teams, Zoom to organise and facilitate online meetings and events	X		X	
Understanding GDPR compliance and associated risks		X	X	X
Able to understand Health & Safety regulations and practices, and to provide support and guidance that keep people safe in their work.		X	X	X
Skills				
Communicating clearly and professionally with a diverse audience to engage and promote the organisational ambitions	x		x	x
Taking initiative to identify administrative support to the team		x	x	x
Managing competing priorities to ensure deadlines are met		x		x
Use all Microsoft packages, CRM/data management systems and online platforms to communicate effectively with a range of audiences	x		x	x
Qualifications/Professional membership (if applicable)				
N/A				

E – Essential

D – Desirable

A – Assessed at Application

I – Assessed at Interview

If you don't meet all the criteria listed but meet most and have transferable skills with a passion for our mission, you are still welcome to apply for this role.

If you are invited to attend an interview in person, we will reimburse reasonable travel costs excluding hotel or overnight stays.

Behaviours

For candidates

All employees are expected to abide by our values and behaviours framework which can be found here [Combined general and people managers framework](#). Below are a set of behaviours that you will be expected to demonstrate in your application form and that will also be explored during your interview.

Behaviours for job roles band 4-7

We keep things simple

- Use clear, accessible language, avoiding jargon unless it's relevant to your audience.
- Prioritise your work so that you are clear about what needs to be done at any given time.

We Make change happen.

- Speak confidently about the impact we've made and our ambitions for the future.
- Review and evaluate what you do, considering diverse perspectives and the impact it has.

We're Driven to know more.

- Proactively look to learn more and share your new knowledge and insights with colleagues.
- Admit if you don't know something, be comfortable showing vulnerability.

We put people first.

- Recognise that people are individuals with different preferences, circumstances and needs.
- Identify times when you need to be flexible to support others, recognising this won't always be possible.