

# ENGAGING COMMUNITIES AND VOLUNTEERING MANAGER – MIDLANDS & EAST OF ENGLAND TEAM



**DIABETES UK**  
KNOW DIABETES. FIGHT DIABETES.

WELLNESS WALK  
DIABETES UK

DIABETES UK  
FIGHT DIABETES. FIGHT TOGETHER.

# WHO WE ARE

**For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.**

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they'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. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best

UK Charities to Work For, and one of the top 75 Best Large Companies in London.

Tackling inequality is part of our mission, and we're committed to being a diverse and inclusive organisation, for all of our people and volunteers. We have a friendly and inclusive culture, with a range of staff networks and ways to get involved. You can find out more about our approach to equity, diversity and inclusion in our strategy here [EDI Strategy Branded version 22 March 2023.pdf](#).

**Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.**



# JOB DESCRIPTION

**Role title:** Engaging Communities and Volunteering Manager

**Contract type:** Permanent

**Hours:** Full time (35 hours)

**Band:** 5 (£36,932 - £41,035)

**Key relationships (internal and external):**

**Internal:** Diabetes UK supporters and volunteers. Region/Nation and central operations/volunteering/community engagement staff; fundraising colleagues; finance team and other colleagues as appropriate.

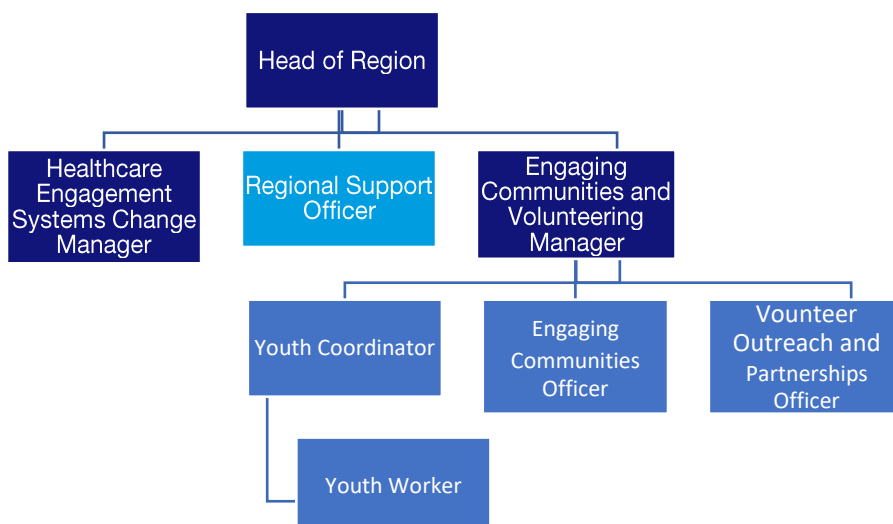
**External:** People living with, affected by and at risk of diabetes; general public; community groups, third sector and partner organisations and leaders; other local agencies across statutory, voluntary and commercial sectors; health care and social care professionals.

**Key focus of the role:**

We're working to build and grow a powerful movement of people helping to achieve a world where diabetes does no harm. The Engaging Communities and Volunteering Manager will lead a team, working alongside the diabetes community, which empowers people, communities and organisations to raise awareness, influence change and help people affected by diabetes live well and access better care.

**Directorate and team**

This role sits in the Midlands & East of England **Team** in the **Services, Communities and Improvement** directorate.



## Department

### Main responsibilities

- To provide leadership for our community engagement, volunteering and youth work, ensuring there are appropriate plans in place which support the Diabetes UK Ambitions in line with organisational systems and processes.
- To collaborate with the diabetes community and other organisations; co-creating opportunities to work together and grow the movement of people working to create a world where diabetes does no harm.
- To build the capacity of people and volunteers, drawing on their strengths and skills, empowering them to act, support others and influence change, and capturing their insight and experience to inform our thinking and work.
- To inspire and motivate people to get involved in our work through volunteering, fundraising and campaigning

## Person specification

All jobs at Diabetes UK are based on

- The key activities you'll undertake and
- The skills, knowledge, experience and behaviours you need to be successful in this role

### You will be able to:

- Manage direct-line reports, ensuring they are supported, developed and motivated to deliver on Diabetes UK Ambitions.
- Build the skills and capacity of colleagues, people, volunteers and organisations empowering them to take action leading to greater understanding and support for people living with/ at risk of diabetes.
- Ensure there is a range of opportunities available, with varying levels of commitment and skills requirement, which will inspire and motivate a diverse range of people to help us deliver our ambitions.
- Ensure robust governance and compliance of all activity in line with DUK policies and processes, addressing compliance issues where these arise.
- Provide leadership and strategic guidance on best practice relating to community engagement and volunteering, identifying new and emergent opportunities in support of our ambitions.
- Work with colleagues to ensure all communications and messages are consistent, in-line with policy positions and priorities, and tailored to local audiences.
- Lead our engagement with a range of stakeholders including communities, partners and volunteers inspiring them to work with us in delivering our ambitions.

- Oversee a targeted programme of volunteering designed to increase our reach and impact, ensuring the best practice in recruiting.
- Working with the Head of Region, lead the development and delivery of a community engagement and volunteering plan which delivers impact across Diabetes UK's ambitions.
- Work closely with colleagues to test and learn new ways of building and engaging communities and volunteers, and ensure we continually evolve and respond to the external environment.
- Continuously improve our impact through data, insight, evaluation and, utilising skills and capacity across Diabetes UK, share learning across the organisation.
- Provide leadership in the development and delivery of a programme of community engagement, including peer support, awareness-raising and influencing activities which support people affected by diabetes to live well and access better care.
- Develop and oversee quality and impactful partnerships with organisations and communities, that scale up the reach and impact of our work.
- Work closely with colleagues to facilitate meaningful engagement with people living with, and at risk of diabetes, ensuring their expertise and experience informs our thinking and work, both locally and nationally
- Work with the wider team to develop and embed effective supporter and volunteer journeys in all interactions.

**You will have experience in:**

- Managing and supporting a team of people with a variety of roles, skills, knowledge, and expertise, modelling a culture of transparency, accountability, learning and excellence.
- Excellent leadership and organisational skills, remaining calm under pressure and balancing conflicting priorities to deliver agreed outcomes.
- Demonstrable experience of overseeing and implementing policies and procedures relating to safeguarding, health and safety and data protection, including supporting colleagues to understand their roles and responsibilities.
- Experience of project/programme development and management, monitoring and evaluation, delivering outcomes and measuring impact.
- Experience of fostering co-production, participative and asset-based approaches to community engagement and volunteering, and an understanding of best practice and current theory.

**You will have skills in:**

- Ability to engage, motivate and empower a wide range of people with excellent communication and interpersonal skills, identifying areas for collaboration to help us deliver our ambitions.
- Competence in using a range of IT systems and packages, CRM/data management systems and online platforms to communicate effectively and confidently with a range of audiences.
- Proven ability to produce high quality reports, presentations and other documents tailored appropriately depending on the audience and using a range of systems and tools.
- Proven ability to analyse and interpret data, insights, trends, and environmental factors to drive decision making.
- Ability to work independently and as part of a team and build effective relationships across an organisation.

**The best person for this job will be (behaviours):**

- Personable, responsive, able to build excellent relationships, work co-operatively, openly, collaboratively, and effectively with a wide range of internal colleagues and external partners.
- Self-motivated, organised and able to manage and prioritise a complex workload.
- Able to work with others, internally and externally, to generate insights and knowledge.
- Showing strong commitment to Diabetes UK's equal opportunities policy and to ensure the people engaging in our work represent the diversity of people living with, and at risk of, diabetes in Northern Ireland.
- Willing to work some evenings and weekends as required.
- The holder of a full UK driving licence and access to their own transport and willing to travel across Scotland frequently and on occasion to our London office.
- Willing to support others in the team in support of wider team plans (i.e. Diabetes UK events).

**Qualifications/professional membership (if applicable):**

N/A

# BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefits we offer you.



## Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



## Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



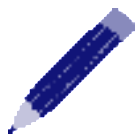
## Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



## Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



## Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



## Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.



### Our Networks

A range of active and supportive colleague networks such as the Pride network, Global Majority network and Women's network.



### Early finish Friday

Early finish Friday and flexible working as part of our approach to activity-based working (not applicable to roles with fixed shift patterns).



### Employee assistance programme

Employee assistance programme to give you support on any issues that come up in life.



### Annual season ticket loan

Annual season ticket loan\* (on completion of your probation period and if contract is permanent or longer than 12 months).



### Cycle to work scheme

Cycle to work scheme.

## Get in touch

Email [recruitment@diabetes.org.uk](mailto:recruitment@diabetes.org.uk)

Call **0345 123 2399**

Visit [diabetes.org.uk](https://diabetes.org.uk)

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

