

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



**PARTNERSHIPS MANAGER  
(ACCOUNT MANAGEMENT)**

# 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.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

**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:** Partnerships Manager (Account Management)

**Contract type:** Permanent

**Hours:** 35

**Band:** 5

**Key relationships:**

**Internal:** Philanthropy and Partnerships team, stakeholders in Events, Brand, PR, Clinical and Care, Policy, Legal, Finance, Data, Digital and key senior stakeholders across Diabetes UK.

**External:** Key stakeholders at partner organisations, peers in the sector, agencies and consultants as required and key senior volunteers.

**Key focus of the role:**

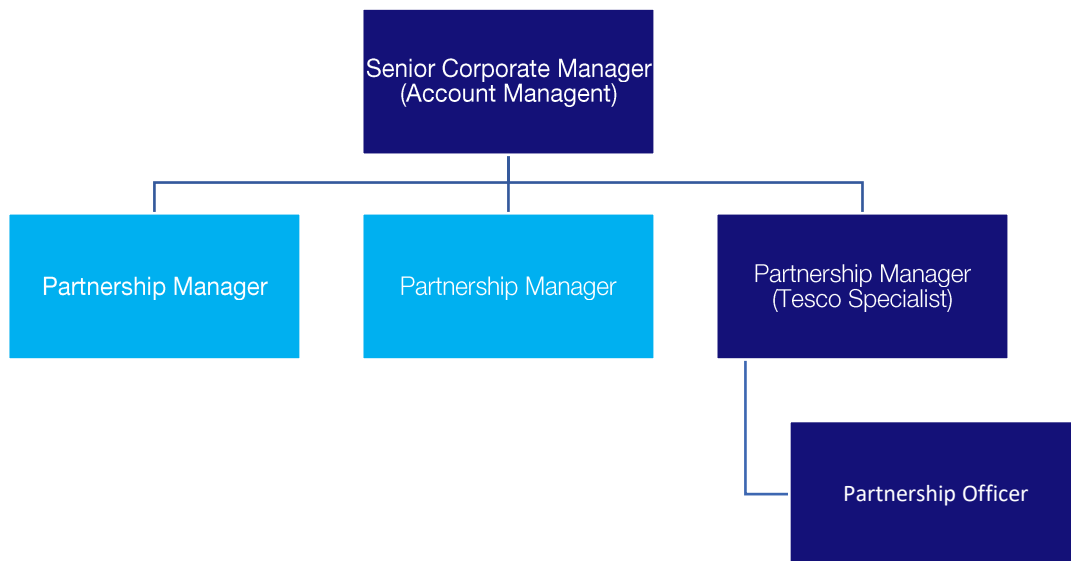
As Partnerships Manager (Account Management) you will be responsible for a portfolio of high-value partnerships and will use your excellent account management skills to drive impact and value for both the charity and partners, working closely with key stakeholders to raise awareness and funds in support of people living with and at risk of diabetes. You will lead on income generation, project management of strategic activity, and build strong relationships internally and externally to ensure that partnerships deliver against shared and charity specific goals. You will also contribute to the development and success of the Account Management Team, support cross-team projects and take on additional tasks as required.

## Directorate and team

This role sits in the [Philanthropy and Partnerships Team](#) in the [Engagement and Fundraising Directorate](#).



## Account Management Team



## Main responsibilities

- Lead on portfolio of strategic partnerships, working closely with internal and external stakeholders to deliver against financial and non-financial partnership goals
- Lead and deliver multi-stream income generation, manage income and expenditure budgets, monitor monthly cash flows and regularly update forecasts.
- Work with teams and colleagues across Diabetes UK to plan and project manage significant partnership activity from inception to delivery.
- Use your initiative to maximise opportunities within the partnership across fundraising and strategic projects
- Deliver excellent stewardship to key contacts as well as wider employee base
- Represent Diabetes UK in a range of settings and to variety of internal and external audiences.
- Onboard new partners as required, and work with New Business team during hand over process to ensure seamless transition into portfolio.

- Ensure all activity, including contracting, is in line with the fundraising Code of Practise and all other legal and regulatory requirements
- Record income and donor communications accurately on our database to enable excellent knowledge management.
- Co-ordinate the negotiation and development of contractual agreements relating to partnership activity
- Support the Corporate New Business Team, contribute to cross-team projects and take on additional tasks where needed.

## Person specification

All jobs at Diabetes UK are based on our competency framework called the What-How Framework. In the following sections we've listed:

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

**You will be able to:**

- Build strong relationships building, use your interpersonal skills, and influence internal and external stakeholders including at senior level.
- Think strategically and independently to spot opportunities for partnerships that drive additional value and uplift
- Have commercial mindset, be target and ROI driven, and maintain focus on achieving targets and objectives.
- Monitor and report on risk and return on investment, manage and mitigate reputational, financial and legal risk
- Work collaboratively with colleagues in key dependency teams across a range of functions, operating with trust, respect and transparency to deliver partnership goals.
- Manage a demanding workload, using excellent time management skills to balance competing priorities effectively
- Excellent written and verbal communication skills with the ability to convey complex information in a clear and compelling manner.

- Excellent negotiation skills and the ability to use diplomacy to navigate challenging conversations.

**You will have experience in:**

- Delivering high value partnerships (6 & 7-figure, multi-year) in either a charity or commercial sales environment.
- Securing new income and in-kind opportunities via renewal and/or uplift within partnerships you have managed.
- Experience managing complex partnerships, stewarding and developing these to ensure retention and uplift, negotiating where needed to drive value and impact.
- Ability to engage with stakeholders at all levels of seniority and convey ideas succinctly and persuasively.
- Excellent negotiation and influencing skills
- Excellent communication and listening skills
- Project managing strategic partnership activity from inception to delivery
- Achieving and exceeding set objectives whilst also managing a busy workload and competing priorities.

**You will have skills in:**

- Relationship building and interpersonal skills with the ability to influence both internal and external stakeholders including at senior level.
- Ability to spot opportunities for partnerships that drive additional value and uplift.
- Working collaboratively with colleagues in key dependency teams (eg, Marcomms, Finance, Care) operating with trust, respect and transparency to deliver key activity for the partnership.
- Managing a complex workload, whilst maintaining focus on targets and return on investment
- Excellent time management with the ability to manage competing priorities effectively
- Excellent written and verbal communication skills, presentation and pitching skills.
- Excellent negotiation skills and the ability to use diplomacy to navigate challenging conversations.

**You will have knowledge:**

- Knowledge of how to deliver excellent donor experience and stakeholder stewardship across a range of audiences.
- Understanding of different corporate fundraising methods e.g. CRM, COTY, Sponsorship and how to maximise value from these.
- Knowledge of proposal development and pitching to external stakeholders
- Knowledge of contracting for a variety of partnerships types (project funding, grants, commercial agreements)
- Managing income and expenditure budgets, forecasting, and risk modelling.
- A strong understanding of commercial principles, understanding what drives businesses and how to create shared value through partnership
- Knowledge of working with the pharmaceutical sector desirable
- Awareness of broader environment and sector trends, networking regularly with peers.
- Knowledge and experience of the Fundraising Code and contracting practises

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

- Target driven, focused on driving excellent ROI and delivering mutual value for Diabetes UK and our corporate partners
- Have a collaborative approach to work, building trust, respect and transparency with internal colleagues and external stakeholders
- Be reflective and open to giving and receiving feedback
- Be proactive and take initiative to spot new strategic opportunities that drive value
- Convey passion for Diabetes UK's cause and the work made possible through our partnerships.

Qualifications/professional membership (if applicable):

NA



# 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.

## 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

