

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.



REGIONAL SUPPORT OFFICER

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: Regional Support Officer

Contract type: Permanent

Hours: Part time (17.5 Hrs/ week)

Band: 7

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.

Directorate and team

This role sits in the [Insert Regional Team](#) in the [Services, Communities & Improvement](#) directorate.

Department



Main responsibilities

- To support teams in the delivery of work locally by providing administrative support and tasks to reach, engage and support people affected by diabetes.
- Be the first point of contact for members of the public in the region, providing a professional response to all email and telephone communication and providing an excellent customer experience.
- Act as regional lead for Health and Safety, ensuring all outsourced venues for team activities are managed effectively including risk assessments and reports as required.
- Assist the Head of Region, and wider team, to implement various projects and activities in line with the regional team plans and the organisation strategy.
- Work with external agencies and suppliers where appropriate and raise any subsequent Purchase Orders using internal systems.
- Manage financial processes for the team, including purchase orders, invoices, payments, and reconciliations to a professional standard.
- Ensure accurate data entry in CRM systems in line with GDPR compliance.
- Support the relevant colleagues/teams to ensure that all financial, administrative and IT systems and processes are fit for purpose and compliant with GDPR, Health and Safety and financial requirements and policies.
- 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.
- 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.
- Ensure that the regional team can run effectively and efficiently.

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:

- Provide administrative services and support, including minute taking, sourcing venues, liaising with outsourced suppliers.

- 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.

You will have experience in:

- Supporting the planning, organising and delivery of events, both face to face and online, including experience of using online event booking systems.
- Supporting a busy team with competing demands and priorities and be able to escalate issues and concerns to your line manager.
- Engaging individuals, groups and diverse communities through 1-1 and group conversations over the phone, via email and at events.
- Assisting with monitoring management accounts, producing, and managing financial processes such as invoices, purchase orders and payments.
- Office and administrative systems, including spreadsheets, databases, and emails, with high standards of accuracy.

You will have skills in:

- Communicating clearly and professionally with a diverse range of people from all walks of life.
- Working effectively with colleagues, understanding their administrative needs and taking steps to identify what support is needed.
- Forming effective relationships with a range of stakeholders both internally and externally.
- Engaging with members of the public, volunteers, other groups, and organisations, to promote the work of the local team and wider organisation.
- The use of all Microsoft Office packages, CRM/data management systems and online platforms to communicate effectively with a range of audiences.

You will have knowledge:

- Using online platforms and Microsoft packages, e.g., Microsoft Teams, Zoom to organise and facilitate online meetings and events.

- Able to understand Health and Safety regulations and practices, and to provide support and guidance that keep people safe in their work.
- Understanding GDPR compliance and associated risks.

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

- Self-motivated with an ability to work well under pressure, managing and prioritising a varied and busy workload.
- Confident to communicate clearly and professionally with a diverse range of people.

Qualifications/professional membership (if applicable):

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

Call **0345 123 2399**

Visit diabetes.org.uk

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

