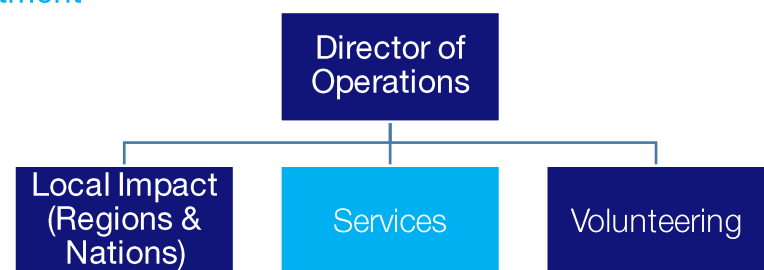
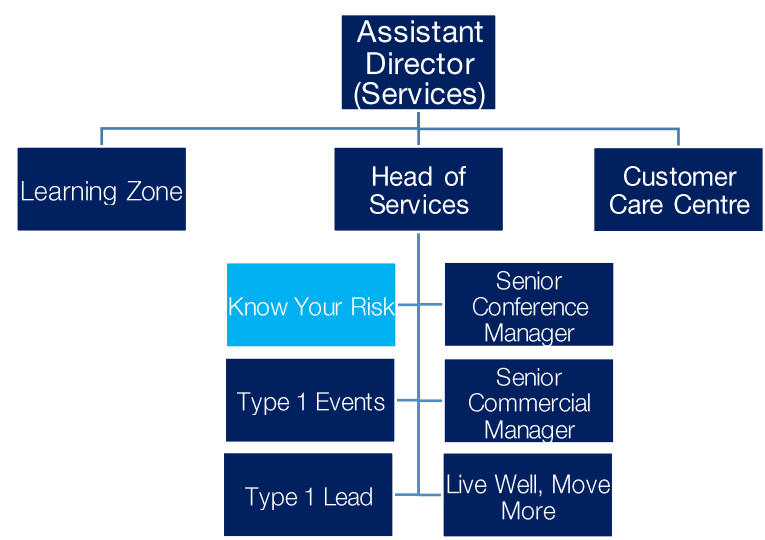


| | |
|--|---|
| <p>Job Title Product Owner, Know Your Risk</p> | <p>Directorate and team This role sits in the Services Department in the Operations Directorate</p> |
| <p>Key focus of the role You will manage the maintenance and ongoing development of our digital Know Your Risk tool, supporting users to understand and manage their risk of type 2 diabetes. You will collaborate with internal and external stakeholders to scope and manage ongoing improvement of the tool. You will support the promotion of the tool directly and through partnerships, building our insight into, and ongoing engagement with, people at increased risk.</p> | <p>Department</p>  <pre> graph TD DO[Director of Operations] --> LI[Local Impact (Regions & Nations)] DO --> S[Services] DO --> V[Volunteering] </pre> |
| <p>Key deliverables</p> <ul style="list-style-type: none"> Manage the development of the digital tool in line with strategic objectives Establish robust user journeys to ensure people at increased risk have the information and support they need Support the delivery of our Prevention outcome through internal and external collaboration | <p>Job and reporting Line</p>  <pre> graph TD ADS[Assistant Director (Services)] --> LZ[Learning Zone] ADS --> HS[Head of Services] ADS --> CCC[Customer Care Centre] HS --> KYR[Know Your Risk] HS --> T1E[Type 1 Events] HS --> T1L[Type 1 Lead] KYR --- SCM[Senior Conference Manager] T1E --- SCM T1L --- LWM[Live Well, Move More] </pre> |
| <p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: 21 or 28 hours working over 3 or 4 days a week Band: 5 | |
| <p>Key working relationships internal Prevention outcome steering group, Services Managers, Digital and IT Teams, Product Owners group, Care Team, Content Team, Partnerships & Philanthropy</p> <p>Key working relationships external Digital agencies, NHS, academic and commercial partners</p> | |

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**).

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

| Improving delivery | Managing resources | Building external relationships | Collaborating with colleagues |
|---|--|---|---|
| <p>1. Work with internal and external experts to maintain the accuracy, usability and accessibility of the tool, its scoring system, and associated content for people who are at risk of type 2 diabetes.</p> <p>2. Create and review user journeys for the tool that are linked to the wider support offer from our charity, improving users' experience of and engagement with Diabetes UK. (S)</p> | <p>3. Plan and manage the maintenance and development of the tool, securing internal resource with external agency support as required. (S)</p> <p>4. Coordinate the upkeep and review of supporting online content & printed information materials</p> <p>5. Manage the budgets for the tool and associated assets and marketing activity, working with internal colleagues</p> <p>6. Be responsible for data analytics and reporting to internal and external stakeholders.</p> | <p>7. Work with NHS and other national partners to manage pathways for self-referral into diabetes prevention services</p> <p>8. Support the development of partnership agreements by exploring routes to widen and improve access to the tool as well as ongoing support. (S)</p> <p>9. Alongside expert colleagues, develop a working relationship with academic partners to review and agree options for improvement of the tool.</p> | <p>10. Agree a work plan that is closely aligned with the strategic objectives of the Prevention outcome</p> <p>11. Improve commercial prospects by working with fundraising colleagues on a consistent approach to licensing the tool.</p> <p>12. Convene expertise from across the charity as needed to inform priorities for development</p> |

Skills, knowledge, experience and behaviours – How you need to do it

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

| Making decisions | Improving delivery | Managing & developing self | Building external relationships |
|---|---|---|---|
| <p>1. Combine stakeholder insight with available data sources to plan and prioritise work plans</p> <p>2. Build awareness of the strategic priorities informing decision making through close collaboration with the Prevention outcome</p> <p>3. Hold the needs and experiences of the person using the tool as a central point of reference when planning developments (S)</p> | <p>4. Use your experience of managing digital products and services to continuously improve our offer</p> <p>5. Work effectively with Services teams to grow opportunities for integration of the tool with the wider support offer from the charity (S)</p> <p>6. Identify and tackle barriers to access and participation so that everyone has the opportunity to understand and manage their type 2 diabetes risk</p> | <p>7. Be a strong team player and work effectively across teams to agree and achieve goals collaboratively</p> <p>8. Show commitment to building your knowledge of diabetes, the social determinants of health, and the importance of managing type 2 diabetes risk</p> <p>9. Bring creativity and innovative thinking to your planning and delivery of product developments (S)</p> | <p>10. Be responsive to the needs of external partners, and at the same time aim for consistency and fairness in our approach to managing partner expectations</p> <p>11. Support colleagues in external partnership discussions by demonstrating an openness to possibilities for development of the tool and assets.</p> <p>12. Where required, confidently manage external supplier relationships to ensure work is briefed clearly and that delivery is on time and to a high standard of quality. (S)</p> |

Qualifications – Qualifications you need to carry out this role
