

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.



**KNOWLEDGE AND INSIGHT
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: Knowledge and Insight Officer

Contract type: Permanent

Hours: 35 hours/week

Band: 6

Key relationships (internal and external):

Internal – Policy and Campaigns team and CEO directorate, Media team, Regional and National teams, Care team, Clinical team, Information Governance, Customer Care and Support team, Diabetes Lived Experience Advisory Group, and Health Professionals Advisory Group.

External – Key stakeholders and partners including NHS England, other health charities, professional associations, Office for Health Improvement and Disparities, Office for National Statistics, NICE and other government agencies, market research agencies, academic bodies, suppliers of survey platforms and other software, media, and the general public.

Key focus of the role:

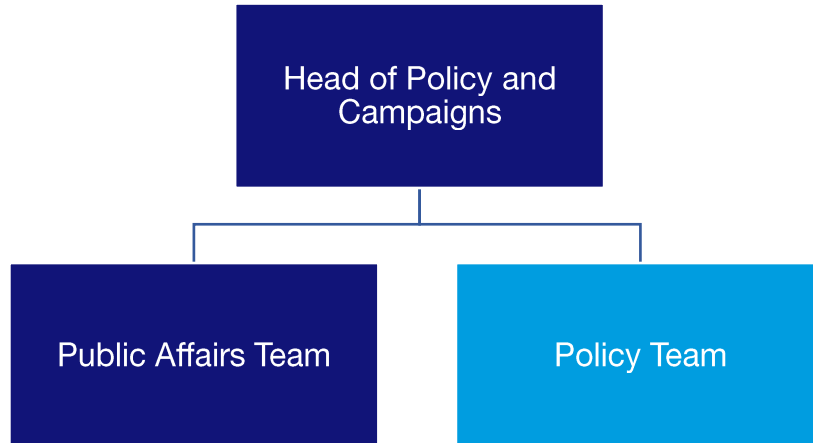
The post holder supports gathering and developing insight and knowledge about the current state of provision, gaps and opportunities to help develop the evidence base for influencing and campaigning to challenge and improve diabetes care and prevention.

The post holder will work closely with other members of the policy and clinical team to provide accurate and timely information about healthcare delivery, to support organisational priorities. They will work with the Senior Knowledge and Insight Officer to provide an enquiry service on diabetes statistics and to ensure information used by Diabetes UK is current, accurate, and evidence based.

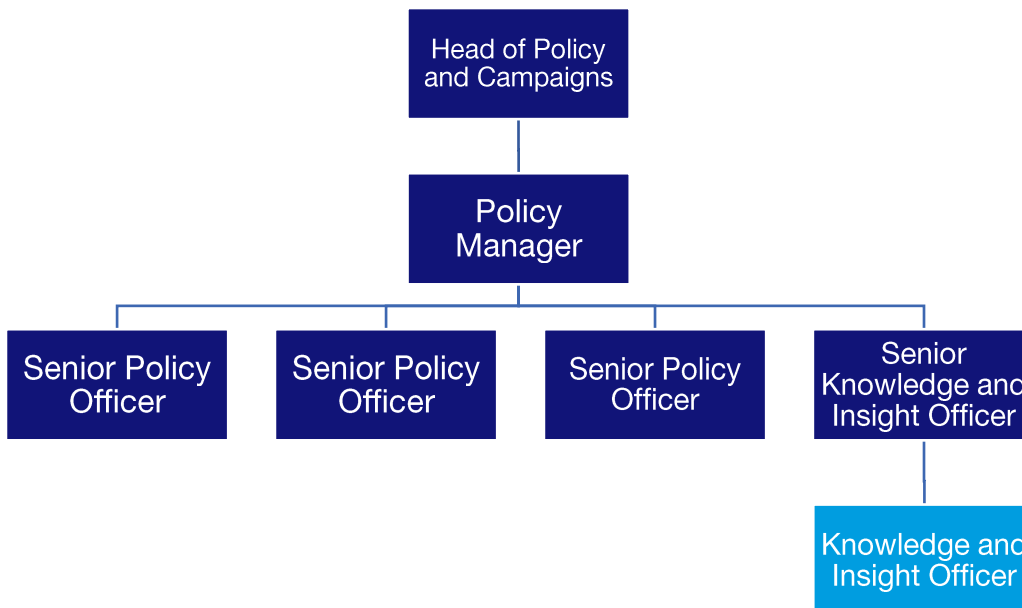
Directorate and team

This role sits in the [Policy Team](#) in the [CEO Directorate](#)

Department:



Role and reporting line:



Main responsibilities

1. Support the development and delivery of qualitative and quantitative insight projects on diabetes care provision and insight from people living with diabetes.
2. Analyse, interpret and present data and information sources to inform policy evaluation and monitoring activities.
3. Work with the Senior Knowledge and Insight Officer to provide a data enquiry service to respond to questions about diabetes data and statistics from a variety of audiences and ensure Diabetes UK content is accurate and up to date.
4. Produce national and local profiles of diabetes care and service provision as a tool to monitor progress towards national frameworks and quality standards.
5. Support with wider insight projects, such as organising interviews or commissioning research.
6. Liaise, collaborate, and influence internal and external stakeholders as required to answer specific research questions and share analyses concerned with monitoring diabetes care delivery.
7. Participate in cross-charity projects to improve diabetes care, providing advice around knowledge and insight such as surveys and secondary analysis of existing data.
8. Communicate complex data in an accessible way to a variety of audiences, presenting data and findings in different formats.
9. Provide a first point of contact for colleagues requiring assistance with knowledge and insight projects.

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:

1. Confidently generate knowledge and insight.
2. Manage and prioritise workloads effectively and work to tight deadlines and under own initiative.
3. Communicate clearly both in writing and verbally to internal and external stakeholders.
4. Work collaboratively with colleagues across various departments on projects and help the team achieve its goals demonstrating outstanding interpersonal skills.

5. Build strong and effective relationships, with the ability to influence at every level and bring colleagues and key stakeholders round to your way of thinking.
6. Have a good understanding of organisational priorities and how this insight fits with those.

You will have experience in:

1. Quantitative and qualitative research methods and analytical skills and applying these in a health/charity environment.
2. Producing high quality written and verbal communications.
3. Working with health service data or similar.

You will have skills in:

1. High level numerical ability with analytical and statistical skills.
2. Microsoft Excel to an advanced level (including formulas and functions).

You will have knowledge:

1. About the NHS, public health and health services relating to people with longer term conditions, such as diabetes.
2. About social research methods.

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

1. Interested in using information and data to improve care for people living with diabetes.
2. Keen to seek out opportunities to develop knowledge and skills.

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.

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

