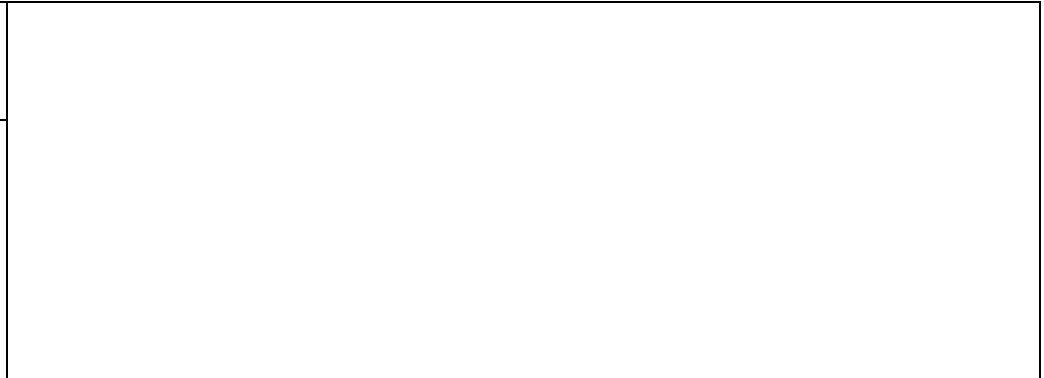


<p>Job Title Knowledge and Insight Officer</p>	<p>Directorate and team This role sits in the Policy, Campaigns and Mobilisation team in the Policy, Campaigns and Improvement Directorate</p>
<p>Key focus of the role The Knowledge and Insight Officer (KIO) ensures that the Policy Campaigns and Mobilisation team provides high level, high quality and consistent information and data on all aspects of diabetes within Diabetes UK and externally.</p> <p>The KIO will take a lead on quantitative analysis within the team, with the opportunity to work across both quantitative and qualitative insight projects.</p>	<p>Department</p> <pre> graph TD A[Policy, Campaigns and Mobilisation] --> B[Campaigns and Public Affairs] A --> C[Policy] A --> D[Mobilisation] </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> Lead data analysis, interpretation and presentation of data and information sources to inform policy evaluation and monitoring activities. Contribute to the health intelligence capacity of Diabetes UK so that the organisation has access to relevant information and is able to use it effectively in determining policy priorities. Work with internal and external stakeholders as required to answer specific research questions and share analyses concerned with monitoring diabetes care delivery. 	<p>Job and reporting Line</p> <pre> graph TD A[Policy Manager] --> B[Senior Knowledge & Insight Officer] A --> C[Senior Policy Officer] A --> D[Senior Policy Officer] A --> E[Senior Policy Officer] B --> F[Knowledge & Insight Officer] C --> G[Policy Officer] </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: 35 hours a week Pay range: Band: 6 	
<p>Key working relationships internal The role requires internal working relationships across the whole organisation, and more specifically with the Policy, Campaigns and Mobilisation team, as well as Care, Healthcare Improvement and Involvement and Healthcare Engagement teams, fundraising and</p>	

engagement teams, media, research, nations, regions, Chief Executive and senior management team, advisory councils and board of trustees, members and supporters.

Key working relationships external

External professional partners with whom Diabetes UK shares information and data (eg. NHS Digital, NHS England). Professional associations, NHS and social care staff (managers and health professionals), government representatives, other charities and the voluntary sector, media, companies and the general public.



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

Making change happen	Improving delivery	Communicating with colleagues	Collaborating with others
<ol style="list-style-type: none"> 1. Manage and analyse data from small and large data sets. (S) 2. Collect and analyse data from different sources. 3. Support the development and delivery of quantitative and qualitative insight projects. (S) 	<ol style="list-style-type: none"> 4. Provide a data enquiry service to respond to questions about diabetes data and statistics from a variety of audiences. 5. Produce national and local profiles of diabetes care and service provision as a tool to monitor progress towards national frameworks and quality standards. 6. Support with wider insight projects, such as organising interviews or commissioning research. 	<ol style="list-style-type: none"> 7. Liaise, collaborate and influence internal and external stakeholders as required to answer specific research questions and share analyses concerned with monitoring diabetes care delivery. 8. Participate in cross-charity projects to improve diabetes care, providing advice around knowledge and insight (eg. surveys, secondary analysis of existing data). 	<ol style="list-style-type: none"> 9. Communicate complex data in an accessible way to a variety of audiences. (S) 10. Provide a first point of contact for colleagues requiring assistance with knowledge and insight projects.

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 change happen	Improving delivery	Communicating with colleagues	Managing and developing self
<ol style="list-style-type: none"> 1. Open to testing new ideas and approaches, or challenging existing ways of working. 2. Interested in using information and data to improve care for people living with diabetes. 	<ol style="list-style-type: none"> 3. Able to manage and prioritise workloads effectively. 4. Able to work to tight deadlines and under own initiative. 	<ol style="list-style-type: none"> 5. Communicate effectively to build relationships within your team. 6. Work collaboratively with colleagues across various departments on projects and help the team to achieve its goals demonstrating outstanding interpersonal skills 	<ol style="list-style-type: none"> 7. High level numerical ability with analytical and statistical skill. (S) 8. Able to use Microsoft Excel to an advanced level (including formulas and functions). (S) 9. Training or experience in social research, particularly quantitative methods. (S) 10. Keen to seek out opportunities to develop knowledge and skills.

Qualifications – Qualifications you need to carry out this role

N/A