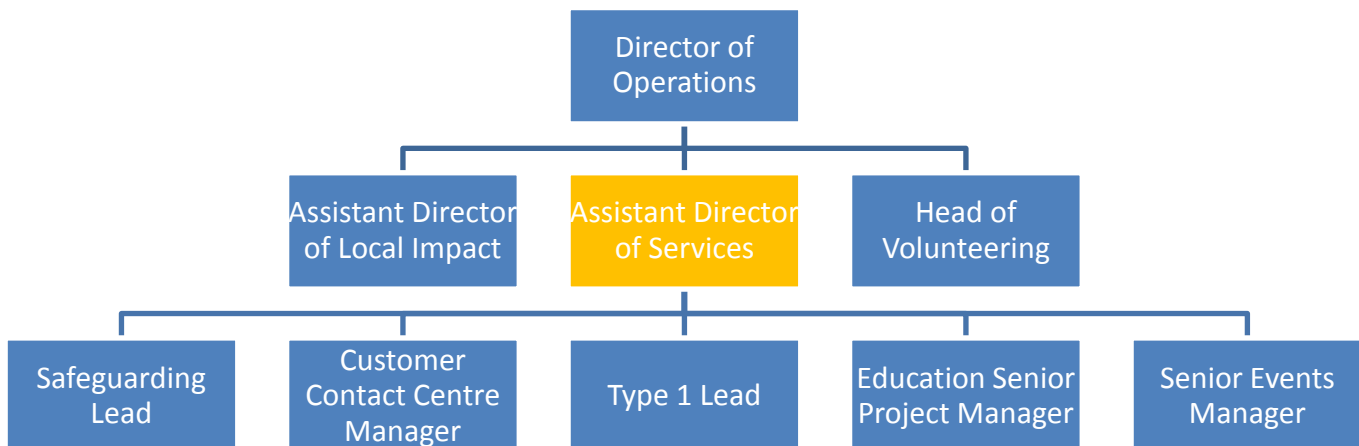


Assistant Director of Services

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| DIRECTORATE: | Operations |
| SECTION: | Services – Preferably based in London but will consider applicants outside London noting that team primarily located in Aldgate, London |
| REPORTING TO: | Director |
| CONTRACT: | Full-time, Permanent, Band 2 |



WORKING RELATIONSHIPS:

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| Inside Diabetes UK |
| <ul style="list-style-type: none"> Trustees, Executive Team, Assistant Directors, Heads of Team across the charity, Senior Volunteers |
| Outside Diabetes UK |
| <ul style="list-style-type: none"> Service users, people living with diabetes, volunteers, senior diabetes specialist health care professionals, other leading charities, key funding partners and other external strategic partners contributing resources or expertise. |

OVERALL PURPOSE OF THE JOB

Ca 4.5 million people in the UK live with diabetes, a long term health condition, and the number affected is projected to grow dramatically. Most people with diabetes just want to live a normal life, but the truth is that coping with a condition with no known cure impacts the way they live and

the choices they make, every single day. Understanding the impact of lifestyle choices, recognizing problems early and seeking treatment quickly can all help people avoid health complications. But few people sign up for diabetes education courses and other support is often not available. People with diabetes spend on average just three hours a year with a healthcare professional – and the other 8,757 hours just living their lives. Without support, or anyone to share their experiences with, people can feel isolated and upset, even angry or guilty, which can lead to depression. Everyone affected by diabetes should have the information and support they need so they can live healthily with the condition – whatever type of diabetes they have, whether they've just been diagnosed or have lived with it for many years. We provide practical support ourselves through our online forum, our events for children and families and through our Helpline. We are developing online diabetes education.

We also run the major diabetes professional and academic conference in the UK. The team also holds the Customer Care Centre that is a key entry point for the whole charity. Safeguarding is led from the Services team to have cross charity impact. And we also lead our Type 1 work and strategy from within Services.

The world is changing rapidly in all of these areas of work and we want to take advantage of opportunities as they emerge as well as making sure we remain impactful and responsive to the needs of people with diabetes and that we ensure that no one is left behind.

The role of Assistant Director Services is:

- 1) To play a major part in the leadership and drive of all the services that Diabetes UK provides to people living with diabetes, through leading the operational excellence and through growing our support to meet the scale of need.
- 2) To take strong strategic leadership roles in the Operations Directorate, in building strong external partnerships to help us achieve scale and reach, and in the leadership and support of key cross organisation programmes of work.
- 3) To provide strategic leadership of other strategic assets, ie safeguarding, our Diabetes professional conference, leadership of the Type 1 work across the charity and the Customer Care Centre.

MAIN DUTIES AND RESPONSIBILITIES:

- Build, lead and develop a high performing team and create a shared sense of purpose across all of our UK service provision to people with diabetes, and more broadly across the wider charity, so that we directly deliver significant growth in reach and support for people living with diabetes, and our services increase engagement and support of the charity.
- Grow and develop our leading professional/ academic conference and ensure that our Customer Care Centre evolves with the changing needs of people who contact us and respond to us
- Deliver all programmes of work and services to people in well-defined target segments, co-created with people living with diabetes, underpinned by robust market knowledge, business planning and project management processes so that our services have the appropriate scale and reach given the size of the crisis in diabetes
- Build operational functional excellence in all our programmes and services ensuring that our methods and standards of delivery are leading edge and provide great customer service, are responsive to demand and that we robustly monitor performance and impact and take remedial action where necessary

- Ensure that our programmes and services reach a wide cross section of people living with diabetes especially for those with the greatest risk of complications
- Build innovative partnerships with external organisations that help extend our reach, service and impact and develop our capacity to use new channels to market and to view marketing as a core element of our provision
- Provide high level leadership on a number of overarching areas of work across Operations eg in assessing the impact and outcomes in our work; in improving our customer service culture; in the leadership of substantial thematic work
- Build productive relationships at all levels of Diabetes UK to ensure that the work of the department is well integrated and supported by other teams and that you and your teams support the work of other colleagues
- Work collaboratively and strategically with the Director Operations and the AD Local Impact to develop and strengthen the Operations Directorate to increase the directorate’s capacity to respond to organisational and external change so as to meet the needs of people living with diabetes
- Keep abreast of best practice and new ideas externally across a range of sectors to enable us to adopt new practices and to capitalize on new opportunities and encourage and foster innovation, and evolve the role of AD to meet the new opportunities and challenges that will emerge
- Lead by example and through robust management processes, so that the Services team deliver best practice in all areas of keeping “Keeping safe and legal” and ensure that safeguarding within Diabetes UK is robust and well embedded through the work of the Safeguarding Lead.
- Embrace Diabetes UK volunteering activities including your own participation through active volunteering within Diabetes UK.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Produce compelling business cases using proven entrepreneurial flair with commercial acumen.
- Marry the efficiency of service delivery with sensitivity to the needs of service users and highly skilled colleagues.
- Recognise the importance and capability of volunteers
- Demonstrate superb senior level strategic influencing skills to deliver to a high standard complex projects with a wide range of internal and external stakeholders
- Lead and develop excellent team working skills to enable team achievements by participation and commitment to shared goals and objectives.
- To promote and to use very effective ways of collaborating both within the charity and externally
- Demonstrate passion, commitment and focus on ensuring that the safety and welfare of children and adults at risk is paramount, as well as a strong focus on other key compliance areas

The best person for this job will have experience in:

- Leading high performing services with proven experience of developing operational excellence
- Business planning skills and innovative service development
- Programme and project management with a strong focus on delivery of results
- Customer service focus and improvement
- Leading front line services
- Event based delivery (desirable)
- Digital service development (desirable)

The best person for this job will be:

- A robust and well organised individual with drive and creativity who provides excellent leadership and management of self, other people and resources
- A strong strategic thinker and influencer
- Informed by a strategic approach and philosophy to service provision that builds on the strengths and assets of people and communities who come to us
- Focussed on delivery of long term impact through the evolution of capabilities, services and programmes
- Able to travel to regional and national offices within the UK
- Educated to degree standard or relevant experience
- Familiar with customer research techniques (desirable)