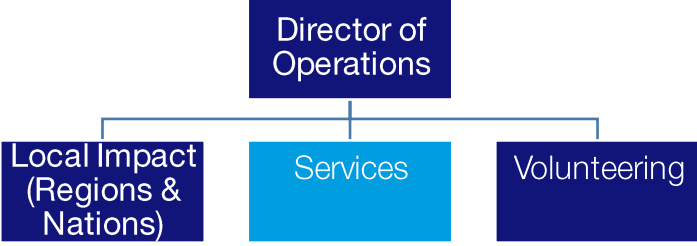
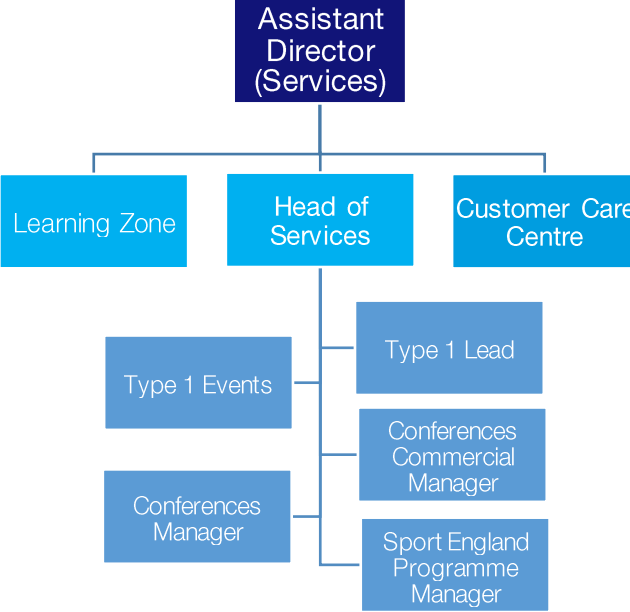


<p>Job Title Assistant Director - Services</p>	<p>Directorate and team This role sits in the Services department in the Operations Directorate</p>
<p>Key focus of the role You will provide strategic direction to our services teams which provide an entry point to the charity and, also, run the major diabetes professional and academic conference in the UK. You will co-lead one of five strategic charity Outcomes. And in a rapidly changing world you'll support these teams to make the most of emerging opportunities to respond to the need of people with diabetes.</p>	<p>Department</p>  <pre> graph TD A[Director of Operations] --> B[Local Impact (Regions & Nations)] A --> C[Services] A --> D[Volunteering] </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> Lead operational excellence across our services and grow our support to meet the scale of the need Play a key leadership role in the Operations directorate, building strong external partnerships and supporting cross charity projects Co-lead a Strategic Outcome across the charity to deliver the commitments we've made to people living with diabetes 	<p>Job and reporting Line</p>  <pre> graph TD A[Assistant Director (Services)] --> B[Learning Zone] A --> C[Head of Services] A --> D[Customer Care Centre] C --> E[Type 1 Events] C --> F[Conferences Manager] C --> G[Sport England Programme Manager] F --> H[Type 1 Lead] F --> I[Conferences Commercial Manager] </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: 35 hours a week Pay range: Band: 2 	
<p>Key working relationships internal Trustees, Executive Team, Assistant Directors, Heads of Team across the charity, Outcome Programme Managers, Volunteers</p> <p>Key working relationships external Service users, people living with diabetes, senior diabetes specialist health care professionals, other leading charities, key funding partners and other external strategic partners contributing resources or expertise.</p>	

All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework**. We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

Key activities – What you need to do

Setting and delivering strategy and objectives	Managing and developing others	Improving delivery	Making change happen
<ol style="list-style-type: none"> 1. Co-lead the Living Well outcome and Outcome steering group, ensuring that the thinking and analysis that informs this strategic area and its delivery are high quality 2. Ensure programmes and services have the appropriate scale and reach in line with the strategy and given the size of the crisis in diabetes, and especially reach those with the greatest risk of complications and dealing with greatest inequalities 	<ol style="list-style-type: none"> 3. Lead, coach and develop a high performing services management team that has a clear sense of purpose, responds quickly to the external environment and make the most of new ideas, best practice and opportunities to innovate 4. Lead by example and ensure all services teams demonstrate best practice in keeping safe, legal and healthy and applying sound risk, budget and project management practices 5. Build productive relationships at all levels within Diabetes UK so that the work of the services teams is integrated across the charity and services teams actively support other teams 	<ol style="list-style-type: none"> 6. Lead a culture of functional excellence so that our methods and delivery standards are cutting edge, provide great service and measurable impact and are led by insights from people with diabetes 7. Build innovative external partnerships to help us extend our reach, service and impact and identify new opportunities to market our services and, with our fundraising colleagues, to resource them 	<ol style="list-style-type: none"> 8. Grow and develop key cross charity assets: our leading professional, academic conference, our work with people with type 1 diabetes and our Customer Care Centre 9. Work collaboratively with directors and assistant directors to deliver the charity's strategy

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

Managing and developing self	Managing and developing others	Improving delivery	Making change happen
<ol style="list-style-type: none"> 1. Think strategically, developing and evolving a portfolio of services, with a focus on the views of people with diabetes 2. Demonstrate strong personal organisational skills and drive to get things done 3. Work in a way that shows a passion and commitment for ensuring the safety of children and adults at risk and demonstrate experience of managing compliance and risk to ensure services are delivered in a way that is safe, healthy and legal 4. Analyse situations thoroughly and creatively, demonstrating a wide range of thinking and good judgement with the ability to help teams in decision making 	<ol style="list-style-type: none"> 5. Develop others so that they grow and thrive, and develop teams so that they have a high level of participation and commitment to shared goals 6. Be a strong team player and lead effectively in matrix management structures to achieve change collaboratively 7. Demonstrate experience of working in communities experiencing inequalities and confidently work with vulnerable people and those with complex needs as well as with the general public 	<ol style="list-style-type: none"> 8. Demonstrate experience of leading high performing services that have excellent operational practices with the right expertise, capabilities and processes in place, and with a keen eye on the delivery of results 9. Focus on longer term delivery, innovation and impact, looking ahead and evolving capabilities, services and programmes to meet the needs of the strategy for services as well as for the Outcome 10. Demonstrate experience of leading customer service teams and, digital services (desirable), events (desirable) 	<ol style="list-style-type: none"> 11. Bring external viewpoints, stakeholder views and best practice to develop our work 12. Influence others to get things done and inform decisions being made elsewhere, internally and externally including in complex projects 13. Demonstrate an approach to service provision that builds on the strengths and assets of the people and communities who come to us
<p>Qualifications – Qualifications you need to carry out this role</p>			
<p>Evidence of safeguarding training (essential)</p>			