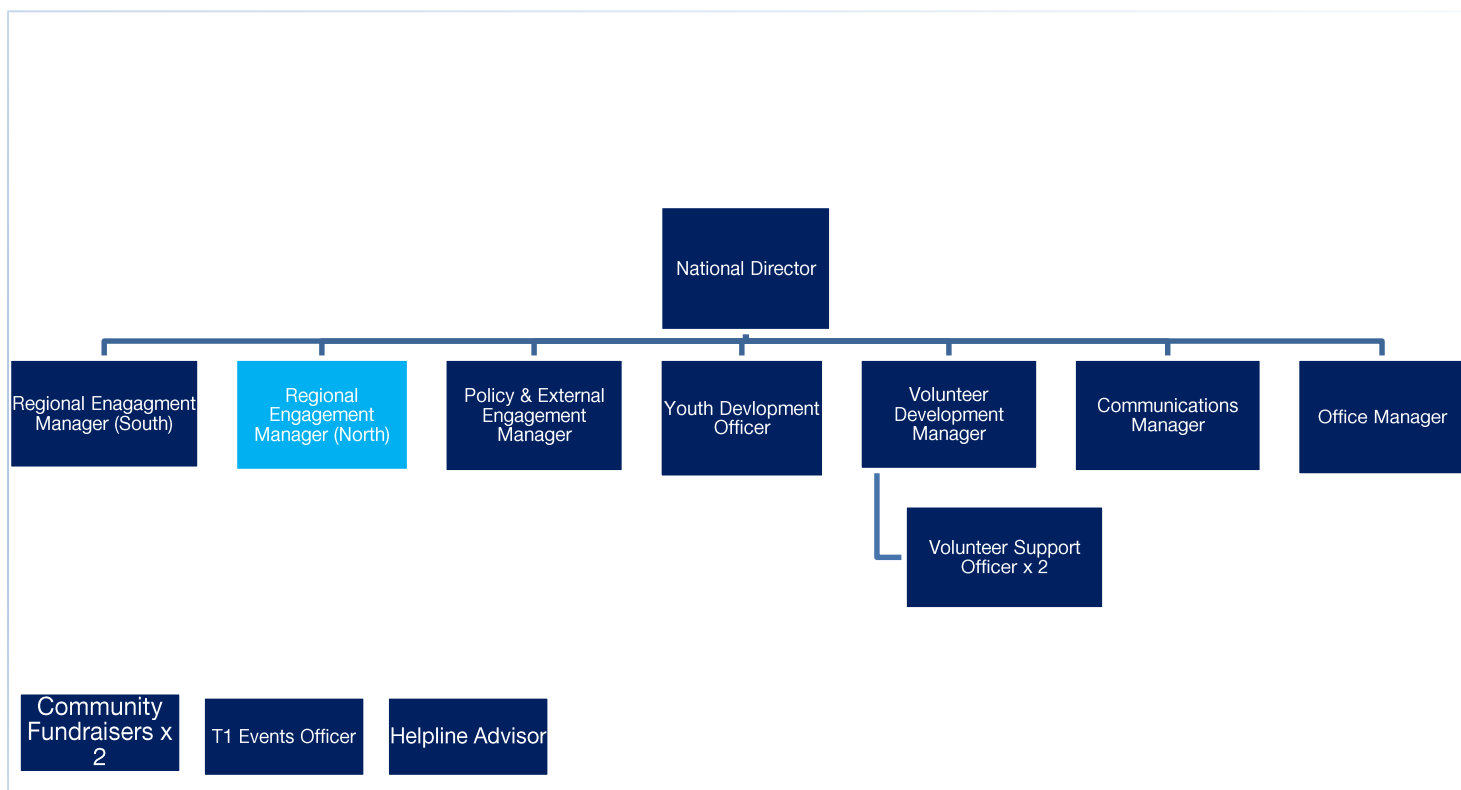


Engagement Manager (North)

DIRECTORATE:	Operations
SECTION:	Scotland
REPORTING TO:	National Director of Scotland
CONTRACT:	Permanent



WORKING RELATIONSHIPS:

Inside Diabetes UK
<ul style="list-style-type: none"> • Scotland team • DUK wider team including: Type 1 team, Improvement Support & Innovation, Campaigns & mobilization and Prevention teams
Outside Diabetes UK
<ul style="list-style-type: none"> • National and local NHS organisations including NHS Health Scotland/Public Health Scotland, Health Boards and Diabetes Managed Care Networks • Health and Social Care Partnerships, Integrated Joint Boards and Community Planning • Healthcare professionals • People living with diabetes including families/carers • Third sector organisations • Academics/researchers • Volunteers.

OVERALL PURPOSE OF THE JOB

Reporting to the National Director, the Engagement Manager (North) will be responsible for improving the lives of people with, or at risk of, diabetes in targeted geographical areas through improvements in health care delivery and awareness and understanding.

MAIN DUTIES AND RESPONSIBILITIES:

Nationally

- To contribute to the ongoing development of Diabetes Scotland's strategy and priorities and cross organisational working groups and work streams as required
- Maintain up to date knowledge and understanding of relevant policy, legislation, and best practice to inform strategy development and delivery
- Where required attend, and actively influence, relevant external forums e.g. Scottish Diabetes Group (SDG) sub-groups
- To take a lead role within the Scottish team on areas of subject matter expertise; including speaking to media as required
- To lead, when required, on short-term projects, including management of project staff.

Locally

- Plan, develop, implement and lead a North of Scotland influencing plan in line with Diabetes Scotland's priorities and strategies underpinned by a monitoring and evaluation plan and processes for capturing data to measure impact; working closely with the Diabetes Scotland's influencing team
- Represent, and advocate for, people living with diabetes with a view to improving the experience of, and variations in, care and inequalities; actively supporting NHS and allied organisations in the design/redesign of services used by people living with diabetes
- To lead relationship management in the North of Scotland; building effective relationships, partnerships and collaborations with a range of stakeholders including people living with diabetes, volunteers, healthcare professionals, third sector organisations, researchers and strategic stakeholders who influence expenditure on diabetes and shaping of services
- To know organisational policy positions and best practice in diabetes care; acting as the "go to" person in the North for information, advice and comment
- To fully understand and utilise relevant statistical and performance information relating to diabetes and the provision of care to inform influencing asks
- To represent and be an ambassador for Diabetes Scotland, actively seeking opportunities for influence e.g. speaking and platform opportunities at events, conferences and training
- To locally promote and amplify Diabetes UK campaigns, services and products where relevant
- To be involved in the recruitment, training and mobilisation of volunteers who represent Diabetes Scotland
- To manage a budget for local activity.

PERSON SPECIFICATION:

The best person for this job will be able to:

- Demonstrate strategic thinking
- Work with a clear focus on outcomes and measuring impact
- Demonstrate good knowledge of the local and national policy context relating to diabetes, prevention and inequalities
- Demonstrate an understanding of routes to influence across the health and social care landscape in Scotland
- Work independently using own initiative while working effectively and collaboratively across teams and directorates
- Maintain a positive attitude under pressure
- Demonstrate commitment to Diabetes UK/Diabetes Scotland mission & values

The best person for this job will have experience in:

- Influencing change and/or service improvement within the public sector and/or the health and social care landscape in Scotland)
- Strategy development and delivery including evaluation
- Building effective relationships, negotiating, persuading and motivating others to influence positive change
- (Multi agency) Partnership working and collaboration
- Presenting complex information tailored to the audience with excellent communication, presentation and public speaking skills – demonstrating credibility and gravitas.
- Organising events, acting as a facilitator and delivering training
- Working effectively and collaboratively as part of a team
- Computer skills including Outlook, Word, PowerPoint & databases

The best person for this job will:

- Be educated to Degree level or equivalent
- Have an understanding of diabetes
- (DESIRABLE) Have a healthcare professional qualification and/or relevant professional experience working in an influencing or improvement focussed role
- Be self-motivated with ability to plan and manage own workload
- Be willing to work flexible hours, including some evenings and weekends
- Be willing to travel extensively around Scotland and when required across UK
- Have a clean UK driving license and access to a car for work purposes