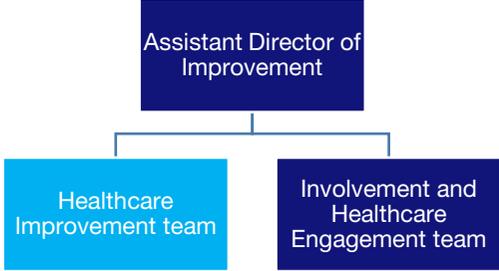
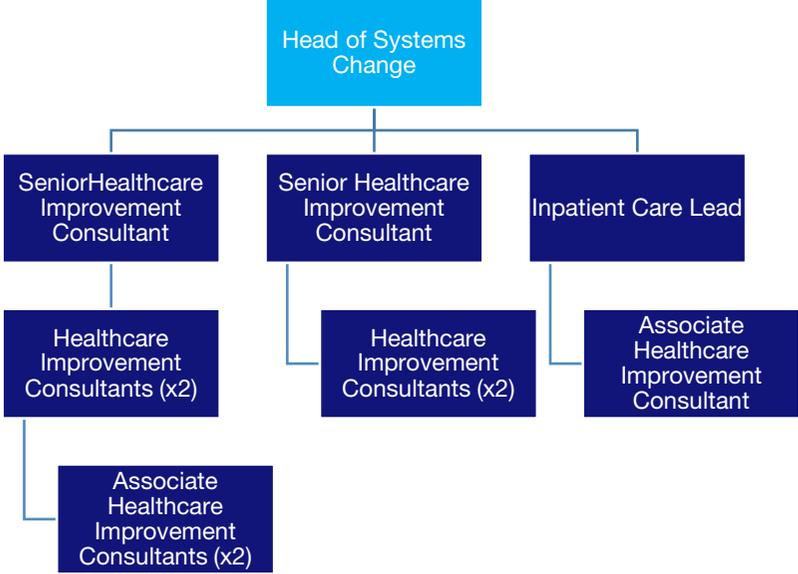


<p>Job Title Head of Systems Change</p>	<p>Directorate and team This role sits in the Healthcare Improvement Team in the Policy, Campaigns and Improvement (PCI) Directorate</p>
<p>Key focus of the role We work with extraordinary people in the NHS and supporting them has never been more important. As Head of Systems Change, you'll improve outcomes for people with and at risk of diabetes by helping diabetes systems unlock their potential.</p>	<p>Department</p>  <pre> graph TD ADI[Assistant Director of Improvement] --> HIT[Healthcare Improvement team] ADI --> IHE[Involvement and Healthcare Engagement team] </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> Lead the Healthcare Improvement team, driving a culture of high-performance and continuous learning that is relentlessly focused on delivering impact for people with and at risk of diabetes. Grow our support offer to the NHS, continuously finding ways to help diabetes systems understand what is getting in the way of improvement and building their capabilities for improving diabetes prevention and care. Develop the charity's capacity and skills for facilitating improvement in diabetes systems across the UK. 	<p>Job and reporting Line</p>  <pre> graph TD HSC[Head of Systems Change] --> SHIC1[Senior Healthcare Improvement Consultant] HSC --> SHIC2[Senior Healthcare Improvement Consultant] HSC --> ICL[Inpatient Care Lead] SHIC1 --> HIC1_1[Healthcare Improvement Consultants (x2)] SHIC1 --> HIC1_2[Healthcare Improvement Consultants (x2)] SHIC2 --> HIC2_1[Healthcare Improvement Consultants (x2)] SHIC2 --> HIC2_2[Healthcare Improvement Consultants (x2)] ICL --> AHC1[Associate Healthcare Improvement Consultant] HIC1_1 --> AHC2_1[Associate Healthcare Improvement Consultants (x2)] HIC1_2 --> AHC2_2[Associate Healthcare Improvement Consultants (x2)] </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: Full time (35 hours) Pay range: Band 3 	
<p>Key working relationships internal This role will work with many teams in the charity but will need to work closely with colleagues in our National and Regional teams, the Involvement and Healthcare Engagement team and the cross-organisation Outcomes Groups.</p>	

Key working relationships external

This role will work with a diverse group of partners but will need to work closely with people with and at risk of diabetes, healthcare professionals, NHS organisations, professional bodies, interest groups, consultancies, funders, academics, evaluators, researchers and other leading charities.

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

Improving delivery	Making change happen	Collaborating with colleagues	Building external relationships
<p>1. Lead the Healthcare Improvement team, driving a culture of high-performance and learning, and maintaining operational excellence (S).</p> <p>2. Gather insights about unmet areas of need in diabetes systems and use these insights to shape the design and delivery of our support offer to the NHS.</p> <p>3. Support the team to rapidly work up and test new ways of facilitating improvement in systems and build compelling business cases for investment.</p> <p>4. Manage line reports and provide regular support and supervision.</p>	<p>5. Work with diabetes systems to identify the capabilities they need to make change happen.</p> <p>6. Develop a high-quality, high-impact support offer that helps individuals, teams and systems build their capabilities for improvement. (S).</p> <p>7. Identify the capacity, skills and competencies the team needs to deliver our support offer and ensure everyone has the support and ongoing development they need to facilitate improvement in diabetes systems. (S).</p> <p>8. Build a cutting-edge toolkit of methods and practices for the team to deploy when working with diabetes systems. (S).</p>	<p>9. Integrate the work of the team with our National and Regional teams, continuously finding ways to grow our organisational capacity and skills for facilitating improvement in diabetes systems. (S).</p> <p>10. Work with teams across Diabetes UK to develop new strategic funding arrangements that scale up the reach and impact of our work.</p> <p>11. Contribute to the wider work of the organisation, modelling strong leadership behaviours.</p>	<p>12. Contribute to the delivery of our support offer, modelling strong consulting, facilitating and partnership building skills.</p> <p>13. Build, leverage and negotiate strategic external relationships based on transparency, respect and shared goals. (S).</p> <p>14. Bring in new learning from other leading organisations and thought leaders around the world that help build our capacity and skills for facilitating improvement in diabetes systems.</p> <p>15. Build high-impact and funded partnerships with forward-thinking organisations that complement and add value to our support offer.</p>

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.

Setting & delivering strategy & objectives	Making change happen	Collaborating with colleagues	Managing and developing self
<p>1. Demonstrate your experience of using a powerful, common vision to energise and inspire diabetes systems, partners and colleagues to work differently. (S).</p> <p>2. Apply your skills of translating high level strategic priorities into clear and achievable objectives for the Healthcare Improvement team and wider organisation.</p> <p>3. Ensure everything we do has a clear rationale, defined outcomes, and simple measures for showing the impact of our work.</p>	<p>4. Apply your deep experience of consulting, facilitating and working in partnership with health systems. (S).</p> <p>5. Demonstrate your experience of what gets in the way of improvement in health systems and how to build their capabilities for improvement. (S).</p> <p>6. Work across boundaries, finding practical steps to take in the face of complexity and uncertainty.</p>	<p>7. Use your experience of managing and leading high-performing teams and creating cultures of high support and high challenge. (S).</p> <p>8. Work with and involve colleagues across Diabetes UK, recognising the benefits that diverse perspectives can bring, before making decisions that will have significant impact.</p> <p>9. Draw on your experience of recognising and nurturing talent to develop potential in diabetes systems, partners and colleagues.</p>	<p>10. Challenge the status quo and take risks to improve delivery. (S).</p> <p>11. Demonstrate a growth mindset, fuelled by an abundance of energy, compassion and appreciation for those you work with.</p> <p>12. See the process of change in health systems as messy, unpredictable and emergent (rather than planned and controlled). (S).</p> <p>13. Commit deeply to your personal and professional development and share learnings with colleagues.</p>

Qualifications you need to carry out this role

- A systems change/organisation development/change management qualification is desirable but not essential.
- An accredited coaching qualification at practitioner level or equivalent is desirable but not essential.