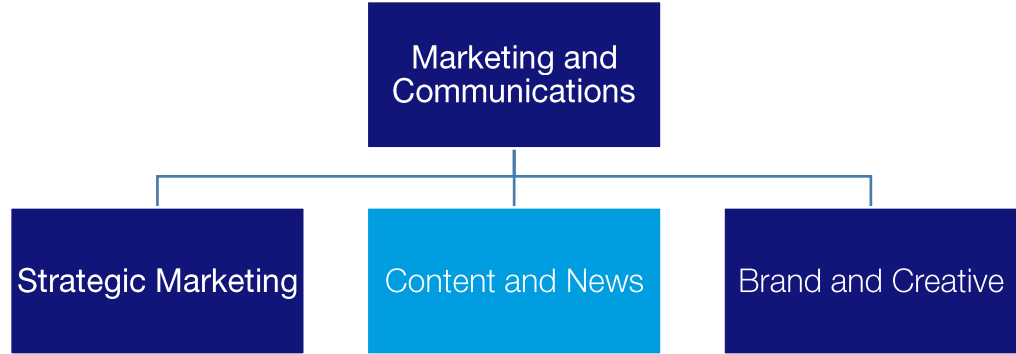
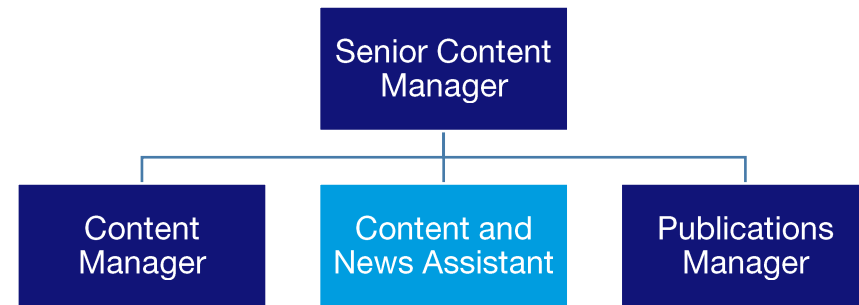


<p><b>Job Title</b> Content and News Assistant</p>	<p><b>Directorate and team</b> This role sits in the <b>Content and News Team</b> in the <b>Marketing and Communications</b> section of the <b>Engagement and Fundraising</b> directorate.</p>
<p><b>Key focus of the role</b> The Content and News Assistant is an integral support role in a busy Content and News Team. The focus of the role is to provide vital administrative and budgetary support across the Content and News Team. This is a varied administrative position, for someone looking to start a career in content or media, within a friendly team in an extremely supportive working environment.</p>	<p><b>Department</b></p>  <pre> graph TD     A[Marketing and Communications] --&gt; B[Strategic Marketing]     A --&gt; C[Content and News]     A --&gt; D[Brand and Creative] </pre>
<p><b>Key deliverables</b></p> <ul style="list-style-type: none"> <li>▪ Budgetary support, including raising purchase orders, processing invoices, tracking team spend and liaising with external suppliers.</li> <li>▪ Administrative support, including booking meetings, managing team correspondence and organising print orders.</li> <li>▪ Content and media support, including researching, writing, web editing, image-sourcing and proofreading.</li> </ul>	
<p><b>Contractual information</b></p> <ul style="list-style-type: none"> <li>▪ <b>Contract type:</b> Permanent</li> <li>▪ <b>Hours:</b> 35 (full-time)</li> <li>▪ <b>Pay range:</b> Band 7</li> </ul>	
<p><b>Key working relationships internal</b> All directorates across Diabetes UK.</p>	

**Key working relationships external**

Print and delivery managers, freelancers, agencies, suppliers, healthcare professionals, volunteers, and people with and affected by diabetes.

Job and reporting Line



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**).

**Key activities – What you need to do**

Managing resources	Making decisions	Improving delivery	Making change happen
<ol style="list-style-type: none"> <li>1. Raise purchase orders and process the team's invoices, in order to efficiently and accurately track over spend and income, getting support from the Finance team where needed.</li> <li>2. Keep files, schedules and archives up to date, adhering to data compliance guidelines.</li> <li>3. Support with the preparation and setting up of team meetings, getting support for IT issues where needed.</li> <li>4. Manage the team volunteer, setting tasks and reviewing workload.</li> </ol>	<ol style="list-style-type: none"> <li>5. Manage all correspondence for the content team, including internal requests, user feedback, supporter enquiries via emails, inboxes, letters and telephone calls – ensuring excellent customer service and responding to requests, or triaging them to relevant teams, in a timely fashion.</li> <li>6. Liaise with printing partners on orders and stock levels, as well as administrative management of Patient Information Packs which are sent out to diabetes healthcare professionals.</li> <li>7. Manage the process of membership competitions/giveaways, collating both the email and written entries, selecting winners and distributing prizes in line with published deadlines.</li> </ol>	<ol style="list-style-type: none"> <li>8. Support web editors with online content administration, creating, editing, proofing and publishing pages within the CMS platform, including training new starters to use the CMS.</li> <li>9. Assist with organising video and photo shoots, and uploading new content to our YouTube channel, as well as sourcing existing photographs and images from our asset database.</li> <li>10. Support on large print projects, our flagship magazines and core printed materials, including researching, writing, subbing and proofing.</li> <li>11. Supporting the delivery of Celebrity and Storytelling within the News Team.</li> </ol>	<ol style="list-style-type: none"> <li>12. Support with ad hoc requests when required, including writing reactive news content for the website.</li> <li>13. Keep up to date on the latest editorial, health information and content trends, as well as digital and publishing developments.</li> <li>14. Support the News Team with administrative duties such as recording statements, evaluating monthly media analytics, creating bespoke media lists and compiling the daily internal media round up.</li> </ol>

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

Communicating with others	Managing and developing self	Collaborating with colleagues	Building external relationships
<ol style="list-style-type: none"> <li>1. Role model our tone of voice and brand principles, supporting the team to ensure our print and digital content outputs deliver a recognisable Diabetes UK experience.</li> <li>2. Use clear verbal and written communication skills to communicate with staff at all levels of the organisation as well as external stakeholders.</li> <li>3. Have strong writing, editing and proofreading skills, with attention to detail.</li> </ol>	<ol style="list-style-type: none"> <li>4. Be able to confidently use content management systems, Drupal would be desirable.</li> <li>5. Be able to use and maintain asset databases, including photo and video storage, and support team members with troubleshooting.</li> <li>6. Be able to confidently use Microsoft Office and Adobe suites (including Premier Pro, Acrobat and Photoshop).</li> <li>7. Be exceptionally organised and process-driven, with excellent time management and the ability to work under pressure.</li> </ol>	<ol style="list-style-type: none"> <li>8. Build trust and respect with colleagues – ensuring they have a good experience working with the Content Team.</li> <li>9. Be a team player, supporting the team with ad hoc tasks.</li> <li>10. Support with building the internal reputation of the Content Team as an internal, expert content agency.</li> <li>11. Support colleagues in keeping up to date with relevant news in the outside world by compiling a daily media round up and sharing internally.</li> </ol>	<ol style="list-style-type: none"> <li>12. Put customers first, by providing timely and polite responses to customer enquiries.</li> <li>13. Use customer feedback to make improvements to content and user experience.</li> <li>14. Stay up to date with emerging market trends and share these learnings with the team to encourage innovation and testing new ways of working.</li> </ol>

**Qualifications – Qualifications you need to carry out this role**

N/A