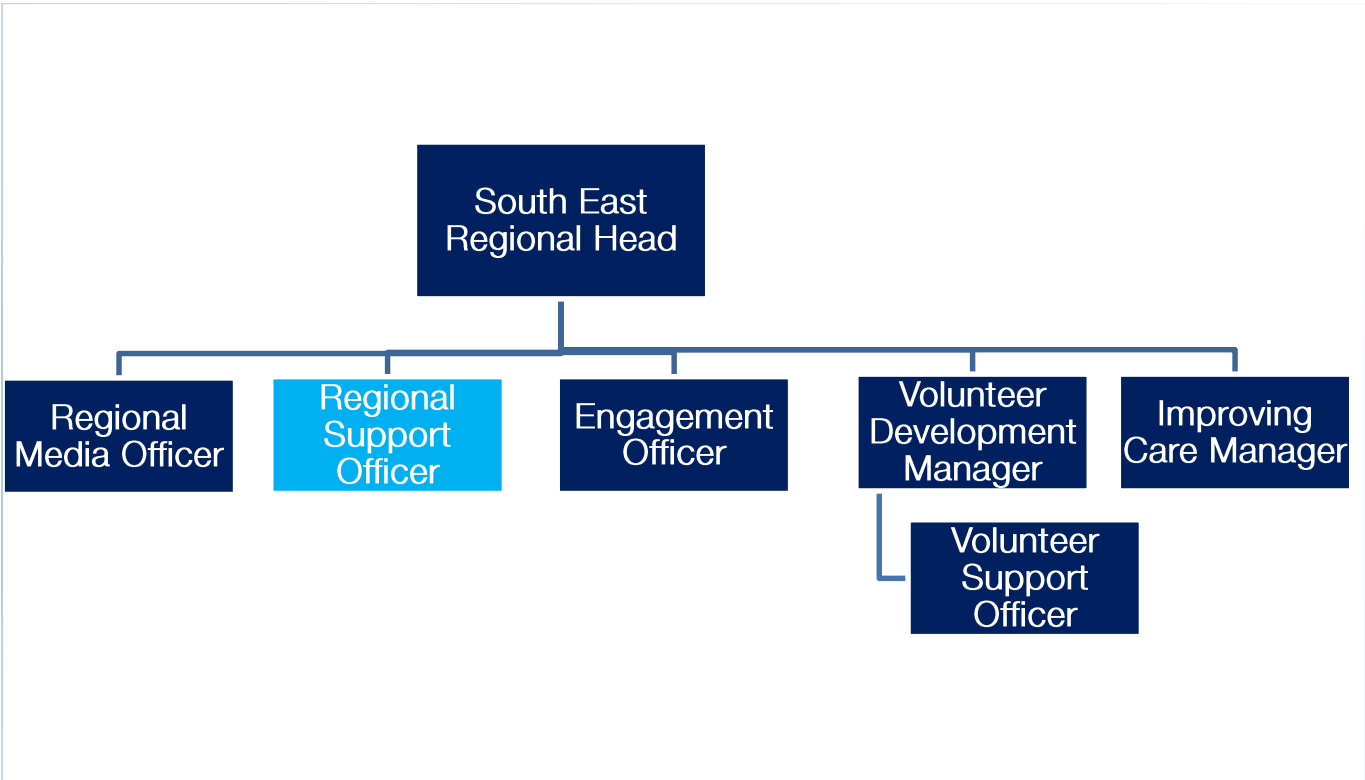


**Job Title: Regional Support Officer (South East)**

<b>DIRECTORATE:</b>	Operations
<b>SECTION:</b>	South East
<b>REPORTING TO:</b>	South East Regional Head
<b>CONTRACT:</b>	Permanent, Full time



**WORKING RELATIONSHIPS:**

<b>Inside Diabetes UK</b>
All Regional/National Offices and Diabetes UK Central Office departments (especially Finance, IT, Facilities Management & Helpline).
<b>Outside Diabetes UK</b>
People with diabetes, their carers and families, Healthcare Professionals, general public, volunteers and voluntary sector organisations, fundraisers and funding organisations, venue conference organisers, community groups and the media.

## **1. OVERALL PURPOSE OF THE JOB**

To ensure the effective continuous operation of the South East Region Office, its day-to-day running and related external and internal services.

To be the first point of contact in the Region for information and support services for people with diabetes, their families and carers, for healthcare professionals and for the general public.

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## **2. MAIN DUTIES**

- Ensure that the office administrative systems are run efficiently, providing full administrative services. This will include maintaining adequate supplies of stationery, publications and conference materials.
- Provide basic IT support within the Regional Office including compiling of audits and liaising with IT in Central Office to ensure effective IT for regional staff.
- In the frequent absence of the Regional Head, ensure the continuation of services and work of Diabetes UK Regional Office.
- Responsible for the development and maintenance of the information and archiving systems for the office, including accessibility to Diabetes UK publications, information/advice sheets and other appropriate journals.
- Provide information, support services and adequate responses to people enquiring to Diabetes UK being the first point of contact, with telephone enquiries, e-mail enquiries, letters and any personal callers to the office.
- Responsible for the organisation and smooth running of a number of events in the South East region, including full venue and delegate management, promotion and evaluation.
- Assist in developing and maintaining relationships with Local Volunteer Groups, individual volunteers, Healthcare Professionals, Voluntary organisations and others within the region.
- Coordinate and provide 1-1 management of general office Volunteers.
- Responsible for reporting to Regional Head concerning the financial spend of the Region. Responsible for looking at the monthly management reports and highlighting any discrepancies to the Regional Head and taking appropriate action to rectify these.
- Assist the Regional Head and other staff to implement various projects to raise awareness of diabetes and Diabetes UK in the region. This may include giving presentations, staffing stands, attending planning meetings for internal and external events and attending meetings on behalf of the Regional Team.
- Work cooperatively with the Regional Fundraising Team in handling fundraising enquiries, common administration and partnership working.
- Work with the Regional Head and Improving Care Manager with any follow up and administration concerned with NHS Engagement and campaigning.
- Responsible for the entry of information onto the Diabetes UK CIS Database, complying with data protection and other legislation and, as far as is possible, ensuring other team members are equally compliant.

- To be the regional lead for Health and Safety, ensuring weekly Health & Safety checks are undertaken and recorded and ensuring all staff are inducted and regularly kept up to date with health and safety issues.
- To ensure that the office is open 9am-5pm, coordinating with staff to ensure adequate staff cover.
- Ensure that the office premises are run efficiently, managing and coordinating office contractors and those responsible for maintenance systems eg office cleaners.
- Any other duties commensurate with the role that may be reasonably required.

## **PERSON SPECIFICATION:**

The best person for this job will be able to:

- Prioritise and manage a varied workload efficiently
- Work in a small team to help deliver activities and projects
- Communicate with a range of different audiences.
- Work flexible hours – occasional evenings and weekends.

The best person for this job will have experience in:

- Administration, including experience of planning and maintaining administrative systems.
- Working as part of a team to achieve shared objectives.
- IT packages including Word and Excel and of using organisational databases.
- Supporting the delivery of a range of different projects, within a busy team.
- Planning and organising events, from finding venues to delivery.
- Working with volunteers (desirable).

The best person for this job will be:

- Customer service focussed
- An excellent communicator with strong interpersonal skills
- Able to build strong relationships with volunteers and colleagues across the organisation
- Friendly and approachable with the ability to adapt to different groups of people
- Able to use analytical and numeric skills with strong attention to detail.
- Self-motivated with the ability to work alone on own initiative, planning and managing own workload, under pressure and to tight deadlines.