

**Job Title**

Volunteering & Outreach Manager – London

**Key focus of the role**

The Volunteering & Outreach Manager is responsible for developing, managing and leading our work with volunteers, community assets and stakeholders (except those directly related to NHS/healthcare systems) across Greater London.

**Key deliverables**

- To ensure there is a meaningful plan for volunteer services that supports the Diabetes UK strategy and is supported by robust systems and processes.
- To support a network of groups, communities, volunteers and services working in support of our organisational strategy.
- To develop and deliver support and engagement offers which respond to ongoing, new and emerging needs for a wide range of people
- To work with the Engaging Communities Officer to develop partnerships with a range of organisations and communities which support us in reaching and engaging with a broader community of people.
- In partnership with other London region staff, facilitate and enable the involvement of people affected by diabetes in co-production relating to our work and that of health providers.

**Contractual information**

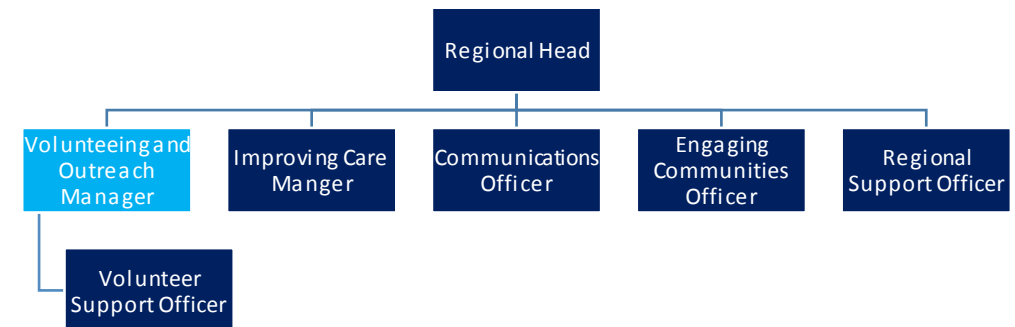
- Contract type: FTC (September 2022 secondment cover)
- Hours: 35
- Pay range: Band: 5

**Directorate and team**

This role sits in the [London Region Team](#) in the [Operations Directorate](#)



**Job and reporting Line**



<p><b>Key working relationships internal</b> Regional and central operations staff, regional/national volunteering colleagues; regional fundraising staff.</p>	
<p><b>Key working relationships external</b> People living with or affected by diabetes, volunteers, general public, other local agencies across statutory and voluntary sector and commercial and community organisations, community organisations.</p>	

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**

Factor 1: Managing and Developing Others	Factor 2: Communicating with Others	Factor 3: Making Change Happen	Factor 4: Building External Relationships
<p>1. Provide effective line management to the Volunteer Support Officer ensuring that they are supported and developed, and there are robust processes in place for the governance of all volunteering, support and outreach work.</p> <p>2. <b>Develop and oversee the delivery of support and training to local and community groups enabling them to develop and be sustainable, overseeing the governance process, ensuring they operate within the agreed frameworks and addressing compliance issues where these occur. (S)</b></p> <p>3. Work closely with the Engagement officer, providing strategic volunteering guidance and ensuring collaborative working within the outreach aspects of the role.</p>	<p>5. Provide support and advice to the London regional team around volunteering, helping them to identify new volunteering opportunities to enable affective delivery of the London plan and ensure all policies relating to volunteering, peer support and outreach are communicated, understood and adhered to by all.</p> <p>6. Work closely with colleagues across Diabetes UK to ensure that people living with diabetes can access up to date, trusted advice, information and support regardless of where they live.</p> <p>7. <b>Provide leadership in the development and delivery of a programme of online and face-to-face peer support, and to work with the regional team on the development of</b></p>	<p>9. Work closely with colleagues in the London team so that volunteer, support and outreach activities are integrated in all aspects of the London regional plan with effective links particularly to Improving Care, Engaging Communities as well as Communications.</p> <p>10. <b>Ensure that there is a range of volunteer roles, with varying levels of commitment and skills requirement, available which will inspire and motivate a diverse range of volunteers to help us deliver our strategy. (S)</b></p> <p>11. Ensure groups, communities and volunteers remain engaged, connected, motivated and inspired to support the delivery of our strategy.</p>	<p>12. Develop and oversee partnerships with organisations and communities which support the delivery of our plan to reach and engage with a diverse range of people living with diabetes.</p>

<p>4. Work closely with the Improving Care Manager &amp; Regional Head to develop and deliver a sustainable model for the meaningful involvement of people affected by diabetes in co-production of regional Diabetes UK work and local health providers decision-making.</p>	<p><b>other educational and awareness-raising activities for people living with and affected by diabetes and outreach in support of the London Region Plan. (S)</b></p> <p>8. Provide leadership to our groups, communities and volunteers, supporting them to deliver activities in support of our strategy within their local areas.</p>		
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**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.

Factor 1: Managing and Developing Others	Factor 2: Communicating with Others	Factor 3: Making Change Happen	Factor 4: Building External Relationships
<p>1. Experience of managing staff and volunteers effectively including recruitment, selection, support and performance management, and modelling a culture of transparency, accountability, learning and excellence. <b>(S)</b></p> <p>2. Providing positive leadership, remaining calm under pressure and balancing conflicting priorities to deliver agreed outcomes.</p> <p>3. As Safeguarding Lead you are required to have a good understanding of policies and procedures concerning children and vulnerable adults You will promote a safeguarding ethos and support regional colleagues to understand their roles and responsibilities in respect of safeguarding.</p>	<p>4. Excellent interpersonal, stakeholder management and communications skills, including experience of <b>building effective relationships with a wide range of internal and external audiences, which will motivate others to help us deliver the London Region Plan. (S)</b></p> <p>5. Experience and ability to use a broad range of digital tools effectively to confidently deliver activities and engage a diverse range of audiences online.</p> <p>6. Ability to analyse, interpret and communicate complex information in a simple way to a range of audiences.</p> <p>7. Work in a team environment with minimal supervision and the proven ability to build good relationships across an organisation.</p>	<p>8. Knowledge of approaches to monitoring and evaluation, delivering outcomes and measuring impact.</p> <p>9. Excellent IT skills across all Microsoft Office packages, and CRM/data management, Volunteer management systems to drive learning, improve understanding and practice, and deliver better outcomes.</p> <p>10. Experience of engaging service users, or people with lived experience, meaningfully in co-production.</p> <p>11. Experience of managing, delivering and evaluating events and activities face-to-face and online.</p>	<p>12. Experience of working collaboratively with external groups and organisations which can be transferred to understand, reach and engage with a diverse groups of people affected by diabetes. <b>(S)</b></p> <p>13. Experience of working in a management (which could be volunteers &amp;/or staff) role within a voluntary or community sector organisation and working across teams, organisations and functions.</p> <p>14. Knowledge and experience of facilitating, developing and delivering training to a range of audiences.</p> <p>15. Comprehensive understanding of organisations that support people with long term conditions (health and social care services, voluntary and community-based organisations).</p>

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

Recent experience at a level that has required you to work in a comparable role demonstrating the identified skills, knowledge and behaviours

Experience of volunteer management is essential; experience of staff management is highly desirable

Willing to work flexibly and outside of normal office hours and weekends and be able to travel across Greater London and the wider UK.