



<p>Job Title Regional Support Officer – London</p>	<p>Directorate and team This role sits in the London Region Team in the Operations Directorate</p>  <pre> graph TD Ops[Operations] --> AD1[Assistant Director for Local Impact/Regions & Nations] Ops --> AD2[Assistant Director of Services] AD1 --> LR[London Region] </pre> <p>Job and reporting Line</p>  <pre> graph TD RH[Regional Head] --> VOM[Volunteering & Outreach Manager] RH --> ICM[Improving Care Manager] RH --> CO[Communications Officer] RH --> ECO[Engaging Communities Officer] RH --> RSO[Regional Support Officer] VOM --> VSO[Volunteer Support Officer] </pre>
<p>Key focus of the role</p> <p>The Regional Support Officer is the first point of entry into the London Regional team. The Regional Support Officer supports the team with the delivery of the London Regional Plan. With an increasing emphasis on virtual meetings the post holder will be competent in organising and running on-line events.</p>	
<p>Key deliverables</p> <ul style="list-style-type: none"> Work with the London regional team to ensure that events are delivered to the highest standard. Maintain records of events and activities in line with Diabetes UK policies and systems. 	
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: 35 Pay range Band: 7 	
<p>Key working relationships internal</p> <p>Regional and central operations staff, regional/national volunteering colleagues; regional fundraising staff.</p>	
<p>Key working relationships external</p> <p>People living with or affected by diabetes, volunteers, public, other local agencies across statutory and voluntary sector and commercial and community organisations, community organisations and Health Care Professionals.</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: Communicating with Others	Factor 2: Setting and Delivering Objectives	Factor 3: Managing Resources	Factor 4: Collaborating with Colleagues
<ol style="list-style-type: none"> 1. Organise external events of various sizes from sourcing venues to delivery 2. Communicate clearly with a wide range of people and organisations in a way that is appropriate to the audience. (S) 3. Ensure that enquirers have an excellent customer service experience. 	<ol style="list-style-type: none"> 4. Use databases and management systems to input, amend, delete, and report on data. (S) 5. Provide technical support to the team to run on-line events in MS Teams and Zoom including Jam Boards, Eventbrite and PowerPoint. (S) 	<ol style="list-style-type: none"> 6. Ensure that the financial systems are maintained and managed including dealing with contracts for external venues. 7. Organise materials to be set to venues to support external presentations. 	<ol style="list-style-type: none"> 8. Support the London Region Team with event planning and the delivery of the regional plan.

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

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Factor 1	Factor 2	Factor 3	Factor 4
<p>1. Have experience of communicating with a wide range of people on the telephone, on-line and in writing. (S)</p> <p>2. Draft communications that reflect the charity’s brand and house style</p>	<p>3. Organise and prioritise your work to meet deadlines.</p> <p>4. Use databases and management systems to record activity. (S)</p> <p>5. Competent in using a wide range of IT packages and platforms to support the delivery of events (S)</p>	<p>6. Ensure that any materials needed for events are ordered and delivered.</p> <p>7. Ensure that financial records are maintained.</p>	<p>8. Experienced in providing administrative support to a small team (S)</p> <p>9. Be flexible in the support that is given if priorities change</p>

Qualifications – Qualifications you need to carry out this role

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