

INFORMATION GOVERNANCE & COMPLIANCE OFFICER



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

WELLNESS WALK
DIABETES PATH

DIABETES UK
FROM 2008 TO 2018

WHO WE ARE

For nearly 5 million people with diabetes in the UK, there's no day off. At Diabetes UK, we fight day in, day out for better care, treatment and support. We won't stop until diabetes can do no harm. With more people than ever living with diabetes and millions more at risk of developing type 2, our work has never been more needed.

We can't do any of this without you. Our staff are passionate and determined about helping everyone affected by diabetes. For over 85 years, they've been behind vital policy changes, as well as new treatments and technologies to make living with diabetes easier every day. But there's more to do. And you can be part of it.

We're a really diverse bunch and we recognise and respect your value as an individual.

As well as helping people with diabetes, you'll be part of one of the top 30 Best

UK Charities to Work For, and one of the top 75 Best Large Companies in London.

Tackling inequality is part of our mission, and we're committed to being a diverse and inclusive organisation, for all of our people and volunteers. We have a friendly and inclusive culture, with a range of staff networks and ways to get involved. You can find out more about our approach to equity, diversity and inclusion in our strategy here [EDI Strategy Branded version 22 March 2023.pdf](#).

Our vision is a world where diabetes can do no harm. Join us today, and together, we can make that a reality.



JOB DESCRIPTION

Role title: Information Governance & Compliance Officer

Contract type: Permanent

Hours: 35

Band: 5

Key relationships (internal and external):

Internal: Data & Insight, Fundraising, Marketing, Media, Services Communities & Improvement, Policy, and IT.

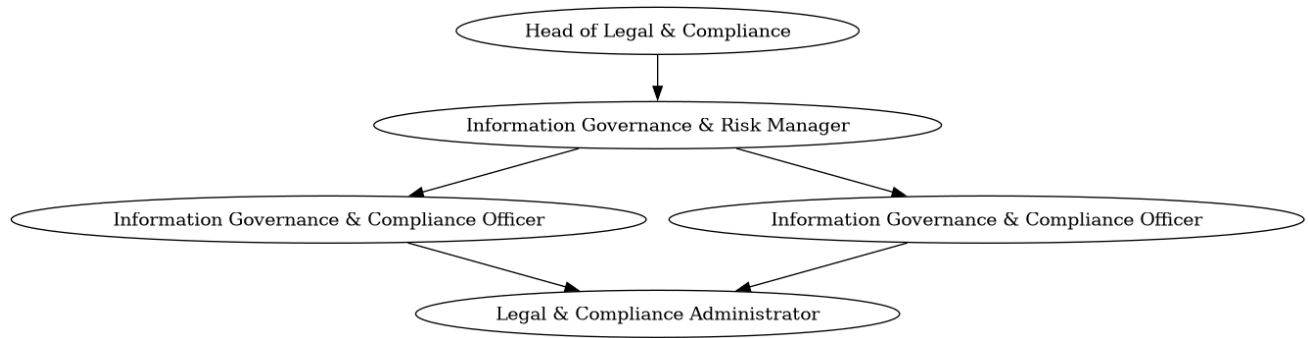
External: Any supplier agencies

Key focus of the role: Fundraising Compliance and Data Protection

Directorate and team

This role sits in the [Legal and Compliance Team](#) in the [Corporate Services Directorate](#)

Department



Person specification

All jobs at Diabetes UK are based on

- The key activities you'll undertake and
- The skills, knowledge, experience and behaviours you need to be successful in this role

You will be able to:

- Support the Information Governance and Risk Manager in providing expertise and advice to ensure that Diabetes UK complies with the General Data Protection Regulation, Data Protection Act 2018, the Data Use and Access Bill and other relevant legislation/codes of practice such as the e-privacy regulations and the Fundraising Regulators Code of Practice.
- Support our delivery and income generation to ensure proportionate compliance vs industry regulation and legal requirements, advising activity to ensure that we are consistent in our approach.
- Act as a subject matter expert for fundraising compliance queries.
- Support the ongoing integration of compliance processes, continuing to develop a proportionate and efficient process for colleagues.
- Prepare and submit regulatory reports and documentation, reporting to KSLH and demonstrating where any corrective actions has been taken.
- Develop and implement effective quality control processes, supporting teams so that they fulfil their responsibilities
- Have a customer led approach, embedding changes that support our business activities and experience of customers
- Advise staff and volunteers on compliance issues, as well as being aware of developments in fundraising across DUK
- Supervise the Legal & Compliance Administrator in the performance of call monitoring
- Address customer complaints and implement corrective actions when appropriate, working with external suppliers who are responsible for supporting engagement with customers, ensuring they are aware of, and follow, regulatory commitment and quality standards for example supplier contracts, GiftAid and Data Protection.
- Audit external suppliers to ensure we are assured of compliance
- Support any tender process for new supplier as required
- Keep up to-date with changes in laws, regulations and standards, ensuring that our practice is adapted where necessary.
- Establish and update organisations policies to align with quality and compliance standards.

- Promote a culture of quality and regulatory awareness -upskilling colleagues and teams across the charity on good practices, embedded knowledge of and adoption of our standards
- Train employees on compliance and quality procedures
- Prioritise busy workload, being clear on the projects that will deliver the most impact or income
- Create strong cross-organisational working relationships, understanding priorities across our ambitions.
- Challenge where appropriate, supporting colleagues to understand our responsibilities and why we need to fulfil them
- Have a delivery focus moving ahead projects swiftly and accurately
- Set up new processes, looking for maximum efficient and impact
- Assist the Information Governance and Risk Manager in reporting to the Information Governance Management Group, and to the Keeping Safe, Legal and Healthy compliance risk management framework on fundraising risks
- Undertake work as might be reasonably expected by the Information Governance and Risk Manager.

You will have experience in:

- Delivering busy programmes across multiple activities
- Auditing activities and setting in place plans for improvement
- Balancing business need with compliance, ensuring that we are being proportionate at all times
- Driving long term engagement with customers through delivering excellent experience

You will have skills in:

- CRM systems, preferably Microsoft Dynamics 365
- Use of other platforms such as SMS

You will have knowledge:

- Knowledge of industry standards (ISO, FC, FDA, GMP, etc)
- Data Protection, ensuring that we are acting in accordance with our customer wishes and preferences

The best person for this job will be (behaviours):

I make change happen

- Collaborative and strong team player – proactively seeks solutions to progress Strategic Programmes and remove obstacles. Aligns to ambitions of charity and gets things done. Delivers on commitments. Strong evidence of proactively enabling funding of work.
- Evidences a commitment to EDI and tackling inequalities with the courage and confidence to enable team to stretch themselves in these areas

I put people first

- Puts the needs of people with diabetes first. Committed to co-creation and co-development with people with diabetes and seeks evidence of customer needs to make work relevant.
- Respects colleagues and is kind. Sees positive intent in those they work with. An enabling and empowering leader.

I keep things simple

- Has a strong focus on productivity and cost effectiveness keeping things as simple as they can be.
- Makes decisions and empowers others to make decisions within and across teams. Takes accountability. Doesn't avoid tough decisions.

I am driven to know more

- Seeks external insights to shape our future work and sees reality for what it is and ambitious for the future of diabetes.
- Reflective approach and supports others to do the same.

Qualifications/professional membership (if applicable):

N/A

Diabetes UK is committed to fundraise in a way that is legal, open, honest and respectful and expects all staff and volunteers to share this commitment. We are registered with the Fundraising Regulator and you will be expected to adhere to the Code of Fundraising Practice.

BENEFITS

We know you do more than just work. And that means you might be a parent, carer, friend, volunteer or partner.

We want to make sure that we can help you create a good balance between work and the other parts of your life.

And one way we do that is with benefits we offer you.



Annual leave

We want you to make sure you get time off to rest and relax. So, all full-time permanent employees get 25 days off a year, with bank holidays on top of this.



Connected working

We have adopted a 'connected working' way of working. This means that, for most roles, you are not required to work in an office location every day.



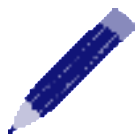
Pension

We enrol everyone into our pension and all new colleagues joining us will get information on the pension scheme. We make an employer contribution of at least 5%.



Healthcare

Our cash healthcare plan that allows you to claim back the cost of regular health appointments and treatment, like the dentist and optician.



Learning and development

We help you to continually develop and achieve your career goals, including offering a wide range of training which happens throughout the year.



Gym membership

We have a gym membership discount scheme through our cash healthcare plan provider. You can use this at a wide variety of gyms around the UK.



Our Networks

A range of active and supportive colleague networks such as the Pride network, Global Majority network and Women's network.



Early finish Friday

Early finish Friday and flexible working as part of our approach to activity-based working (not applicable to roles with fixed shift patterns).



Employee assistance programme

Employee assistance programme to give you support on any issues that come up in life.



Annual season ticket loan

Annual season ticket loan* (on completion of your probation period and if contract is permanent or longer than 12 months).



Cycle to work scheme

Cycle to work scheme.

Get in touch

Email recruitment@diabetes.org.uk

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

