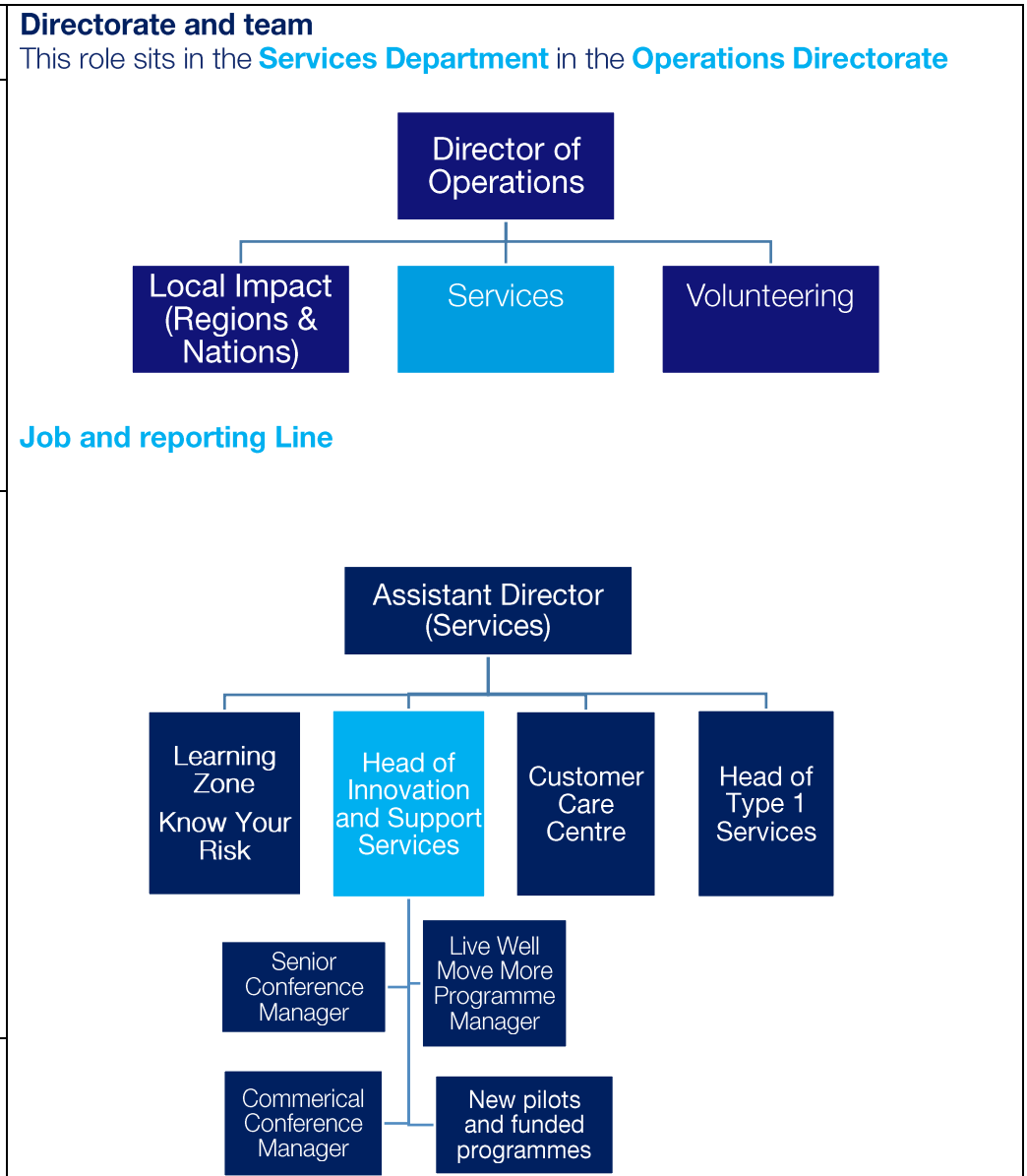


<b>Job Title</b> <b>Head of Innovation and Support Services</b>	
<b>Key focus of the role</b> You will provide operational and leadership support to our Innovation and Support Services team. The team is responsible for leading the development of national services delivered locally for people with diabetes as well as a working closely with colleagues in the Services team to develop innovative national services too. This will include developing service models, securing funding, mobilising and delivering new services. With a focus on tackling inequalities, you will seek to improve the lives of people with diabetes, so no groups are left behind and improve our reach for all people living with diabetes. The team also has responsibility for strengthening our local team's impact through the provision of nationally offered internal specialist support service such as events/ sharing best practice/ evaluation etc.	
<b>Key deliverables</b>	
<ul style="list-style-type: none"> <li>▪ Develop national services delivered locally working collaborative with Local Impact teams, Marketing and Communications and the Engagement and Partnerships teams</li> <li>▪ Develop new innovative service models, share and pilot approaches, securing funding, to find out what works and has the greatest impact</li> <li>▪ Grow and develop the capabilities of the Operations Directorate in service design, mobilisation, delivery, monitoring and evaluation, in co-creation and co-production with people with diabetes</li> <li>▪ Lead the development of a high performing and impactful internal specialist support service for Local Impact teams</li> <li>▪ Provide an expert digital and offline event management service across the Operations Directorate including delivering our highly acclaimed UK Diabetes professional academic conference</li> <li>▪ Lead additional projects to meet outcome priorities as they arise to support the overall leadership of the Services team</li> </ul>	
<b>Contractual information</b>	
<ul style="list-style-type: none"> <li>▪ <b>Contract type:</b> Permanent</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>Hours:</b> 35 hours a week</li> <li>▪ <b>Pay range:</b> Band: 3</li> </ul>



**Key working relationships internal**

Assistant Directors, Senior Leaders in the Services team, National Directors and Regional Heads, Outcome Steering Groups and Programme Managers, Volunteering, Marketing and Communications, Engagement and Partnerships teams, Heads of teams

**Key working relationships external**

Service users, people living with diabetes, funders, corporate and voluntary sector partners and other external partners contributing resources or expertise

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**

Setting & Delivering Strategy and Objectives	Managing Resources	Improving delivery	Making change happen
<ol style="list-style-type: none"> <li>1. Develop mobilisation and delivery business plans, setting a clear set of objectives for each service area within the team, to meet a diverse range of KPIs and outcome ambitions</li> <li>2. Provide guidance and support to members of the team in developing, delivering and reviewing objectives linked to plans and strategic outcomes.</li> <li>3. Input into the strategic direction and play a key role in the Operations leadership team.</li> </ol>	<ol style="list-style-type: none"> <li>4. <b>Develop robust financial and project management plans working closely with finance and fundraising colleagues, reviewing regularly to support partnership development and to ensure we deliver our commitments (S)</b></li> <li>5. <b>Demonstrate experience of managing teams to embed ways of working so that services are delivered in a way that is safe, healthy and legal, with a passion and commitment for ensuring the safety of children and adults at risk (S)</b></li> <li>6. Identify risk and put into place plans at pace to mitigate</li> </ol>	<ol style="list-style-type: none"> <li>7. <b>Provide an internal support service to Local Impact teams and the Services team supporting a culture of functional excellence so that our services are user-led, safe, relevant, quality assured and deliver measurable impact with clear theories of change and tackle inequality (S)</b></li> <li>8. Ensure robust monitoring and evaluations processes and in place, and developed across the whole portfolio, in alignment with strategic outcomes so services have clarity of impact and have processes for continuous improvement and quality assurance</li> </ol>	<ol style="list-style-type: none"> <li>9. <b>Develop service models, working collaboratively with colleagues, led by insights, raise income through a variety of different funders, from corporate to foundation, to meet outcome priorities (S)</b></li> <li>10. Engage strategically with key teams across Diabetes UK to identify opportunities for service development and collaboration to maximise our impact</li> </ol>

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.

Managing and developing self	Managing and developing others	Collaborating with Colleagues	Improving delivery
<ul style="list-style-type: none"> <li>1. <b>Evidence of an ability to identify challenges and opportunities, and a drive to make change happen (S)</b></li> <li>2. Evidence of creativity, seeking new ideas and ways of working to inspire and lead innovation</li> <li>3. A flexible and well-organized individual who is self-aware and solution focused</li> </ul>	<ul style="list-style-type: none"> <li>4. <b>Take the lead on supporting teams ensuring they have the capacity to thrive through change, build key capabilities across services, as we evolve our work to respond to external changes and to the ambition of our outcomes (S)</b></li> <li>5. Use a coaching management style to lead and develop our high performing service managers so they grow and thrive, and can respond quickly to the external environment and make the most of new ideas, best practice and opportunities to innovate</li> </ul>	<ul style="list-style-type: none"> <li>6. <b>A strong leader with demonstrable evidence of building high performing cross organisational teams to meet shared objectives (S)</b></li> <li>7. Excellent team working skills to enable team achievements by joint participation and to influence, to gain commitment to shared goals and achieve change collaboratively</li> </ul>	<ul style="list-style-type: none"> <li>8. <b>Demonstrate an approach to service development and delivery that builds on the strengths and assets of the people and the communities who we support (S)</b></li> <li>9. Ensure working practices and behaviors that may lead to noncompliance are challenged and teams have the necessary support to learn and improve</li> <li>10. Seek new perspectives and ideas, empower and support others to initiative improvements to delivery</li> </ul>