

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.



**HEAD OF SOUTH EAST
COAST & LONDON**

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.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

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: Head of South East Coast & London

Contract type: Permanent

Hours: 35 hours per week (full time)

Band: 3

Key relationships (internal and external):

Nation and Region teams, Policy and Campaigns team, Health System Change team, Clinical, Research, External Relations, Digital Education, Digital and Content, Partnerships teams.

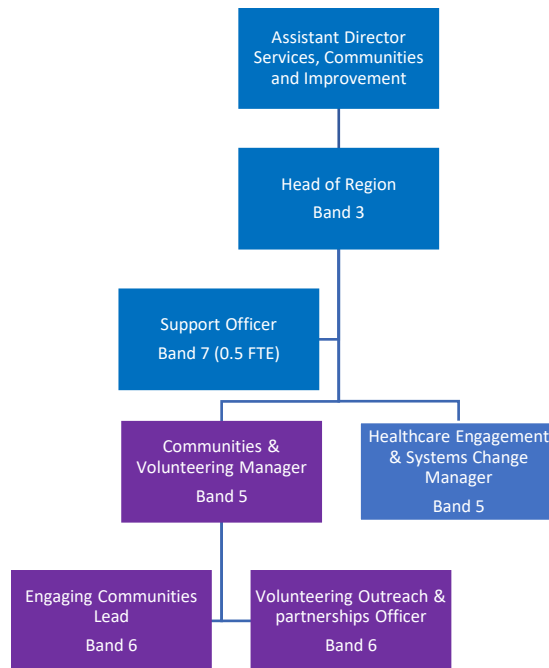
People living with and at risk of diabetes, NHS commissioners, managers, healthcare professionals, partners (funders, delivery partners, charities), academic researchers, faith and community organisations, networks and alliances.

Key focus of the role:

The head of South East Coast & London leads the regional team and the development and co-ordination of a regional plan which delivers impact for people living with diabetes and supports Diabetes UK's strategy. You will be the public face of Diabetes UK in the region and work collaboratively with the health system and diabetes community in the region to improve care, improve outcomes, tackle inequalities, and provide support for people living with and at risk of diabetes.

Directorate and team

This role sits in the [Regions team](#) in the [Services, Communities & Improvement Directorate](#)



Main responsibilities

- Develop and lead Diabetes UK's regional plan, delivering impact across the organisation's strategy and putting people living with diabetes at the heart of thinking and decision making.
- Lead and develop the South East Coast & London team, building an inclusive and high performance culture.
- Operational management of the South East Coast & London team, meeting all targets and ensuring compliance with all Diabetes UK policies, process and procedures.
- Build strong collaborative relationships across the health system to make change happen.
- Influence and deliver change in policy and practice regionally so that people with diabetes have better health and quality of life outcomes. This includes strategically deploying a full range of influencing tools: campaigns, media, lobbying, policy work, partnerships, public engagement, and quiet diplomacy.
- Lead the strategy for engaging communities and volunteer engagement in region so that groups, individual volunteers, and local community organisations are actively engaged with Diabetes UK strategy and so that we grow the support we need to improve diabetes care and provide support at a local level.
- Be the public face of Diabetes UK in South East Coast & London.

- Proactively seek opportunities to increase the awareness and understanding of diabetes and the reach and reputation of the organisation.
- Gather and translate insight from this work using your position as a senior leader to inform the work of the organisation in delivering our breakthrough programmes.
- Be accountable for the implementation of core compliance policies for Diabetes UK in South East Coast & London team including health and safety, safeguarding, GDPR etc.
- Be accountable for budgetary and financial management of the South East Coast & London team ensuring all monies are used as effectively and efficiently as possible to deliver our breakthroughs.
- Work collaboratively with wider organisational teams to agree support needed to deliver our strategic ambitions within the South East Coast & London.
- Capture the voice of people living with diabetes and use this insight to inform the wider organisation and affect change.

Person specification

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)

You will be able to:

1. Lead across organisational boundaries, build trust and credibility with senior level stakeholders and partnerships and work collaboratively to achieve shared outcomes
2. First class communicator and strategic thinker with the ability to translate complex ideas and concepts into clear messages, projects and plan
3. Develop networks to gather local insights, grow support across health systems, and respond to devolved decision-making.
4. Evidence a commitment to EDI and to tackling inequalities and have the courage and confidence to enable team to stretch themselves in these areas.
5. Put the needs of people with diabetes first. Be committed to co-creation and co-development with people with diabetes and seeks evidence of customer needs to make work relevant. Respect colleagues and be kind. See positive intent in those you work with and be an enabling and empowering leader.

6. Have a strong focus on productivity and cost effectiveness keeping things as simple as they can be.
7. Make decision making clear and simple within and across teams. Take accountability and not avoid tough decisions.
8. Seek external insights to shape our future work and see the reality for what it is and be ambitious for the future of diabetes.

You will have experience in:

1. Developing and maintaining an organisational culture driven by the needs of people's lived experience, volunteers, and communities.
2. Stakeholder engagement, collaboration and partnership working at the most senior level across sectors, in the health system and/or community sector.
3. delivering impact and making change happen at scale.
4. strategic planning, operational management and leadership of diverse teams working in complex environments.
5. Financial planning and budget management

You will have skills in:

1. Ability to proactively spot opportunities and lead in finding creative and positive solutions to a range of issues.
2. Excellent leadership and people management skills and a proven track record of building high performing teams and motivating people to deliver impact.
3. Proven operational management and impact measurement skills across diverse workstreams.
4. Regularly reviewing the impact of the work, we deliver to ensure everything we do has a clear rationale, defined outcomes, and simple measures for showing the impact of our work and make sure we are focussing in the right places.

You will have knowledge:

1. Knowledge and understanding of diabetes and/or the social determinants of health.
2. Working in partnership with the NHS, the complexity of health systems and the challenges people (people affected by diabetes and staff) face in it.
3. Knowledge and understanding of how to create change in a complex system

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):

A systems change/organisation development/change management/quality improvement qualification is desirable but not essential.

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.

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

