

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.



HEALTH SYSTEMS MANAGER

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: Health Systems Manager

Contract type: Permanent

Hours: 35

Band: 5

Key relationships (internal and external): This role will work with many teams in the charity but will need to work closely with colleagues in our national and regional teams, the community and volunteering team, the cross-organisation breakthrough steering groups, policy and campaigns, partnerships, marketing, communications and digital services.

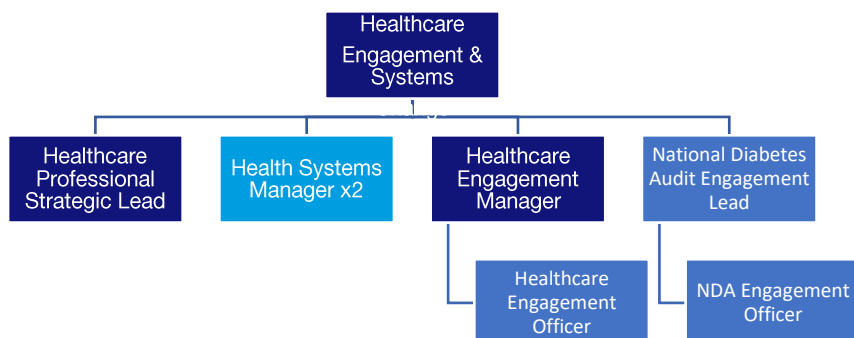
This role will work with a diverse range of internal and external stakeholders and will need to work closely with, healthcare professionals, health systems across the UK, professional bodies, interest groups, people with and at risk of diabetes, funders, academics, evaluators, researchers and other leading charities.

Key focus of the role: We work with extraordinary people in the health services across the UK and supporting them has never been more important. As Health Systems Manager, you will work to improving outcomes for people with and at risk of diabetes by helping diabetes systems unlock their potential. Working collaboratively with national and regional teams, you will deliver programmes in key areas (e.g., Change & Leadership) that are likely to deliver greatest impact.

You will use our excellent networks of healthcare professional across the diabetes care and prevention system, creating opportunities for shared learning, insight and supporting health care professionals to influence care, making it easier to build real world, real time health system insights into our decision making about key breakthroughs as well as back out to health service.

Directorate and team

This role sits in the [Healthcare Engagement and System Change Team](#) in the Directorate of [Services, Communities & Improvement](#).



Main responsibilities

- Work strategically to improve impact, build on areas of strength and create the conditions for meaningful change across systems.
- Gather insights about areas of unmet need in diabetes systems and use these insights to support the shaping, design and delivery of our support offer to the NHS.
- Continuously identify ways to improve the impact of our systems work and make best use of the talents, skills, and capacity across Diabetes UK.
- Deliver leadership and change programmes that align to our strategic ambitions and will achieve maximum impact for people living with diabetes.
- Work with national and regional colleagues to support people to create change in health systems through robust facilitation skills and coaching.
- Contribute to the development of high quality, high impact support offer that helps individuals, teams and systems build their capabilities for improvement.
- Collaborate with teams across Diabetes UK to develop new partnerships and funding arrangements that scale up the reach and impact of our work.
- Contribute to the wider work of the team and the organisation, modelling strong leadership behaviours.
- Engage, support, and inspire people in the health systems, including professionals at senior levels in the NHS.
- Build and leverage strategic relationships internally and externally that will enable Diabetes UK to deliver our strategic ambitions.
- Bring in new learning from other leading organisations and thought leaders around the world that help build capacity and skills for facilitating improvement in diabetes systems.

- Use proven methods for measuring and evaluating the impact of our work.
- Build strong working relationships with partners and funders, providing regular updates on progress and developing and negotiating future partnership and funding arrangements.

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:

- Collaborate with colleagues, both internally and externally, contributing to the design and delivery of our support offer in delivery of our breakthrough programmes and to inform the work of the organisation.
- Maintain and develop our networks to enable us to gather and translate insight locally to shape the design and delivery of our support offer to the health systems across the UK and to inform the work of the organisation in delivering our breakthrough programmes.
- Grow our support offer across the health systems in response to the shift in power and decision making from a centralised to a more devolved approach at the level of Integrated Care Boards / Health Boards / Health & Social Care Trusts.
- Work with teams across Diabetes UK to develop new strategic funding arrangements that scale up the reach and impact of our work, supporting the team to work up and test new approaches and build compelling business cases for investment.

You will have experience in:

- Working with, energising and inspiring healthcare systems, partners and colleagues to work differently.
- Recognising and nurturing talent to develop potential in healthcare systems, partners and colleagues.
- Delivery of change and leadership programmes.

- Evaluation techniques that enable robust understanding of the success of programmes of work.
- Developing relationships with key stakeholders and work collaboratively to identify both barriers and solutions which impact people's health outcomes.

You will have skills in:

- Delivering strategic priorities into clear and achievable objectives for the team and wider organisation.
- Collaborating, consulting, facilitating and working in partnership with health systems.
- 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:

- See the process of change in health systems as messy, unpredictable and emergent (rather than planned and controlled).
- Creating the conditions for collaborative work, understanding how to resolve challenges to collaboration as they emerge.

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

- Inspiring colleagues within local health systems and Diabetes UK to influence sustainable improvements in diabetes care.
- Passionate about working across systems, sensitive to the complexity of the health system and the challenges people (people affected by diabetes and staff) face in it.
- Collaborative, seeking to build partnerships within the organisation and beyond. You will be committed to diversity and enabling everyone to have a voice.
- Committed to your own personal and professional development and that of your team, sharing learnings and insight to drive forward improvements in diabetes care.
- Able to hold yourself and the team accountable for delivering the work.

Qualifications/professional membership (if applicable):

An accredited coaching qualification at practitioner level or equivalent 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

