

TOGETHER TYPE1 SUPPORT OFFICER



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

WELLNESS WALK
DIABETES UK

DIABETES UK

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: Together Type 1 Support Officer

Contract type: Fixed Term (18 months)

Hours: Part time (20 hours/week)

Band: 7

Key relationships (internal and external):

Head of Type 1 Services, TT1 Programme Manager, Comms Manager, Peer Support Manager and the TT1 youth teams in Nations and Regions. You will also work colleagues in Finance, Comms, Marcomms, Events, Info Gov, and Safeguarding and Volunteering. Young People living with diabetes, the general public and other community organisations, stakeholders and health care professionals.

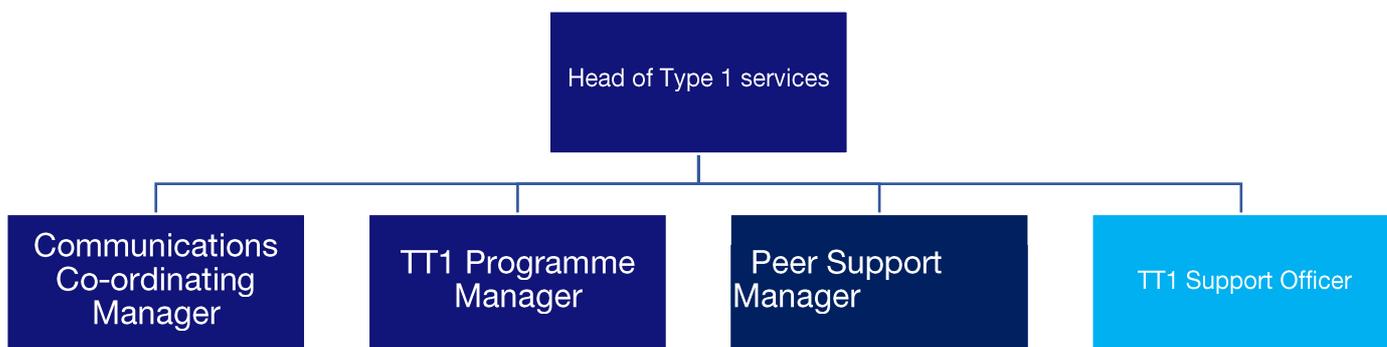
Key focus of the role:

Provide administrative support to the central team and Nations and Regions to ensure the efficient operation and functions of the TT1 Programme. Support with improving delivery and reach through pro-active social media communications, local campaigns and social media and on-line content.

Directorate and team

This role sits in the [Together Type 1 Programme Central Team](#) in the [Services, Communities & Improvement](#) directorate.

Department



Main responsibilities

- Support the TT1 Central Programme Team by completing daily administrative tasks to ensure efficient and effective delivery of the programme.
- Provide a professional response to all email and telephone communication and providing an excellent customer experience.
- Support the Programme Manager with planning and co-ordinating TT1 Governance meetings including the Delivery Group, Steering Group and Advisory Group on-line and FTF meetings.
- Assist the Head of Type 1 Services, TT1 Programme Manager and wider team, to implement agreed projects and activities in line with team plans.
- Work with external agencies and suppliers where appropriate and raise any subsequent Purchase Orders using internal finance systems.
- Manage financial processes for the team, including purchase orders, invoices, payments, and reconciliations to a professional standard.
- Ensure accurate data entry in CRM systems in line with GDPR compliance.
- Support the relevant colleagues/teams to ensure that all financial, administrative and IT systems and processes are fit for purpose and compliant with GDPR, Health and Safety and financial requirements and policies.
- Work with the Communities and Volunteering teams to provide support and guidance for volunteers, helping them to access requirements for materials and resources that support them in their volunteering and activities.
- Work with Comms Manager to develop a cohort of Social Media Champions.
- Support the TT1 central and regional team with Pro-active Social Media Activities and utilise on-line tools and platforms to promote events to external audiences and raise awareness of any social media concerns to the Communications Co-ordination manager.
- Contribute to the development and production of materials / activities to attract sign up to the programme.

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:

- Provide administrative services and support, including minute taking, sourcing venues, liaising with outsourced suppliers.

- Provide an excellent customer experience to members of the public by being the first point of contact for general queries, managing regional mailboxes, responding to questions and/or signposting to the relevant colleagues.
- Provide information, support and adequate responses to TT1 enquiries, including people living with diabetes.
- Implement and oversee a range of processes to a high-level including finance, health and safety, GDPR and other compliance requirements.
- Support development of on-line content and use a variety of social media platforms.

You will have experience in:

- Supporting the planning, organising and delivery of events, both face to face and online, including experience of using online event booking systems.
- Supporting a busy team with competing demands and priorities and be able to escalate issues and concerns to your line manager.
- Engaging individuals, groups and diverse communities through 1-1 and group conversations over the phone, via email and at events.
- Assisting with monitoring management accounts, producing, and managing financial processes such as invoices, purchase orders and payments.
- Office and administrative systems, including spreadsheets, databases, and emails, with high standards of accuracy.
- Supporting social media posts and monitoring social media channels.

You will have skills in:

- Communicating clearly and professionally with a diverse range of people from all walks of life.
- Working effectively with colleagues, understanding their administrative needs and taking steps to identify what support is needed.
- Forming effective relationships with a range of stakeholders both internally and externally.
- Engaging with members of the public, volunteers, other groups, and organisations, to promote the work of the local team and wider organisation.
- Using Microsoft Office packages, CRM/data management systems and online platforms to communicate effectively with a range of audiences.
- On-line and Social media management, uploading and monitoring a range of digital functions.
- Identifying social media opportunities scheduling on-line activity to promote TT1 activity and maximise reach to targeted audiences.

You will have knowledge in:

- Using online platforms and Microsoft packages, e.g., Microsoft Teams, Zoom to organise and facilitate online meetings and events.

- Able to understand Health and Safety regulations and practices, and to provide support and guidance that keep people safe in their work.
- Understanding GDPR compliance and associated risks.
- On-line health and safety standards

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

- Self-motivated with an ability to work well under pressure, managing and prioritising a varied and busy workload.
- Confident to communicate clearly and professionally with a diverse range of people.

Qualifications/professional membership (if applicable):

N/A

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

