

**DIABETES UK**  
KNOW DIABETES. FIGHT DIABETES.



**OFFICE MANAGER/PA**

# 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: Office Manager/PA

Contract type: Permanent

Hours: 20 per week

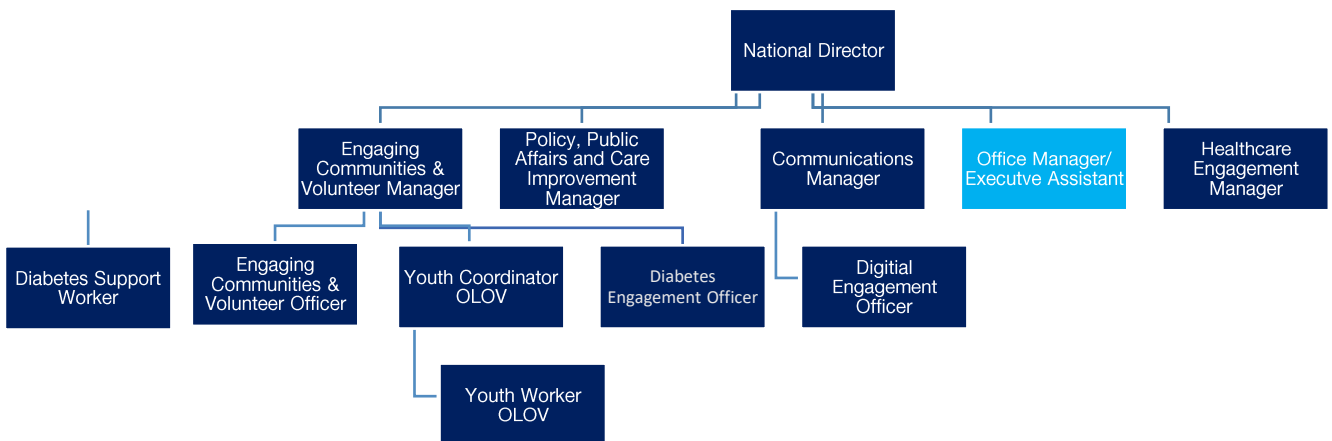
Band: 6

Key relationships (internal and external): NI team, Central Office depts particularly IT, Finance, CCC, Fundraising, People living with and affected by diabetes and their carers, healthcare professionals, community groups and organisations, and the general public.

Key focus of the role: Ensure the efficient operation of the National office and team, its day-to-day administration, and the related external and internal services.

## Directorate and Team

This role sits in the [Northern Ireland](#) in the [Operations Directorate Department](#)



## Main responsibilities

- Ensure that all financial, admin and IT systems and processes are fit for purpose, based on ongoing learning and improvement and compliant with GDPR, H&S and financial requirements.
- Assist with the production of an annual budget, monitoring management accounts, and manage all financial processes.
- Support the team in all online and face to face activities to reach, engage and support people living with diabetes, healthcare professionals and other stakeholders using a range of platforms.
- Provide a professional response to all email/phone communication and, in particular to offer a compassionate and engaging response to those who reach out to us for support and information.

## 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:

Work closely with the team to understand their needs and provide an admin service which supports the delivery of the NI Plan.

### You will have experience in:

Office and administrative systems, including spreadsheets, databases, email, and PowerPoint with high standards of accuracy.  
Assisting with budget planning, producing and analysing financial data in a range of formats and managing financial processes such as, processing POs, invoices, petty cash, payments.

Using a range of online platforms e.g., Microsoft Teams and Zoom, to facilitate meetings and events, and a willingness to explore and test new systems and tools to support meaningful engagement.

Producing high quality reports, presentations and other documents tailored appropriately depending on the audience and using a range of systems and tools.

**You will have skills in:**

Building effective working relationships at all levels both internally and externally, whilst demonstrating a high level of discretion when dealing with confidential matters.

Working independently and effectively managing a demanding and varied workload often with competing demands and knowing when to escalate issues to your manager or other colleagues.

Ensuring appropriate admin arrangements are in place to support colleagues in their respective roles.

**You will have knowledge about:**

A wide range of admin, finance and IT systems and processes and how to apply these and adapt them to the specific needs within this team.

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

Skilled, effective and confident in this role and will bring valuable experience from previous roles which you will use to help us develop in our effectiveness.

You will have the ability to listen to others with empathy and share our passion for reaching and engaging more people with and at risk of diabetes, the healthcare professionals who support them and all who have an interest in diabetes being their trusted voice and source of information and support.

You will bring a positive energy to the team and work collaboratively helping us all be the best we can be in our roles.

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 the benefits we offer you.



## **Annual Leave**

We want 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 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 careers goals, including offering a wide range of training, which happens throughout the year.



## **Gym membership**

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

## Get in touch

Email [recruitment@diabetes.org.uk](mailto:recruitment@diabetes.org.uk)

Call **0345 123 2399**

Visit [diabetes.org.uk](https://diabetes.org.uk)

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

