

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.



**PROGRAMME MANAGER
(IMPACT MEASUREMENT)**

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: Programme Manager (Impact Measurement)

Contract type: 12 months contract

Hours: Full time

Band: 4

Key relationships (internal and external):

Internal -Strategy and Planning Team, Internal Comms, Data Strategy team, Insight and Analysis team, Research team. Delivery Teams including Philanthropy and Partnership team, Impact Measurement programme sponsors.

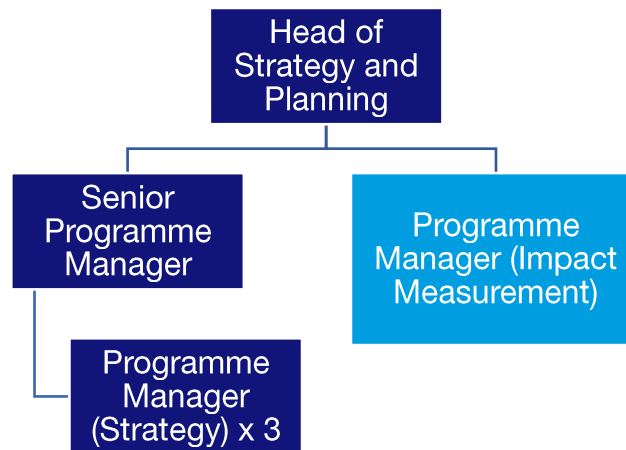
External-Partner organisations, funders, think tanks and charities to share and learn from peers.

Key focus of the role:

This is an exciting opportunity to programme manage and embed Diabetes UK's Impact measurement programme of work. The Programme Manager (Impact Measurement) will manage a key organisational change programme to embed our impact measurement approach which aligns and supports the delivery of our strategy. They will develop an in-depth knowledge of our charity's strategic outcomes and ambition and the opportunities to measure and evaluate the delivery of our work so that we continue to learn and improve as a charity. This information will be used to demonstrate our impact internally and externally, showing the difference our work is making to the lives of people with or at risk of diabetes.

Directorate and team

This role sits in the [Strategy and Planning](#) in the [Corporate Services Directorate](#)



Main responsibilities

Key deliverables would include:-

- Embed, implement and manage Diabetes UK's impact measurement and reporting activities, including embedding new tools and methods into our current processes.
- Work collaboratively and influence teams across Diabetes UK to ensure delivery of better impact measurement; understanding and unblocking barriers and identifying support requirements.
- Produce regular and ad hoc written and verbal impact measurement updates and reports to demonstrate and champion impact work across the charity, including collating regular quarterly reports to senior leaders and Trustees.
- Contribute to continuous improvement in how Diabetes UK delivers its strategy to achieve outcomes

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. Use knowledge of impact measurement tools and methodologies to develop, implement and manage Diabetes UK's impact measurement activities and ambition.
2. Produce regular and ad hoc written and verbal impact-focused reports demonstrating the impact of the Diabetes UK's strategic delivery both for senior leaders and for colleagues
3. Contribute strategic thinking and new ideas to help the change programme achieve its goals and Diabetes UK achieve its strategic ambition.
4. Ensure effective delivery of a key cross-organisational change programme to measure change in outcomes for people with and at risk of diabetes.
5. Audit Diabetes UK's current approach to impact measurement to identify opportunities for greater uptake of the approach across the charity.
6. Maintain and develop relationships with external organisations that specialise in impact and keep up to date with emerging methods and tools, and implement improvements as needed.
7. Develop and support plans and events for stakeholder engagement to achieve the change programme, and work with Internal Communications to communicate with and engage colleagues.
8. Champion the use of learning gathered on impact across the charity and enable sharing of learning.
9. Work collaboratively and influence teams across Diabetes UK to ensure delivery of the programme; understanding and unblocking barriers, and identifying support requirements.
10. Work closely with Strategy and Planning Team to develop, implement and manage the Impact Measurement project plan.
11. Work closely with Internal Communication Team to embed the approach and to communicate the impact of Diabetes UK to colleagues.

You will have experience in:

1. Experience in leading and managing complex programmes or large projects to achieve strategic change.
2. Experience of building impact measurement skills and capacity of others.
3. Experience in developing and reporting on measures which enables a learning approach to delivery of the programme, experience of evaluating impact also desirable.
4. Experience in evaluation, data and evidence collection, analysis and visualisation, including quantitative and qualitative methodologies and good working knowledge of methods for data analysis.
5. Experience and confidence in planning and facilitating meetings and workshops with range of colleagues and external stakeholders

You will have skills in:

1. Able to drive strategic change across systems to achieve outcomes for people affected by and at risk of diabetes.
2. Think strategically to see the bigger picture, pick up new ideas and learn quickly.
3. Highly IT literate and experienced at using reporting tools, including Excel, PowerBI, Google Analytics.
4. Ability to think both strategically and operationally around the introduction and implementation of new tools and methods for collecting, managing, analysing and reporting impact data.
5. Excellent written and oral communication skills, including the ability to communicate and translate complex information clearly and effectively to different

You will have knowledge:

1. Expertise in impact measurement, evaluation and theory of change methods, and experience deploying these skills to embed impact measurement and report on impact.

2. Deep understanding of change management with the ability to inspire others with your vision for new ways of working.

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

1. Demonstrate excellent organisational and prioritisation skills to be able to manage multiple deadlines and activities.
2. 2.Able to influence and communicate effectively with internal and external stakeholders

Qualifications/professional membership (if applicable):

None

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

