

MARKET RESEARCHER - 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.

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: Research Manager

Contract type: Permanent

Hours: Full-time,
office based, attending the office at least 1 day a week

Band: 5 (£35,961 - £39,956)

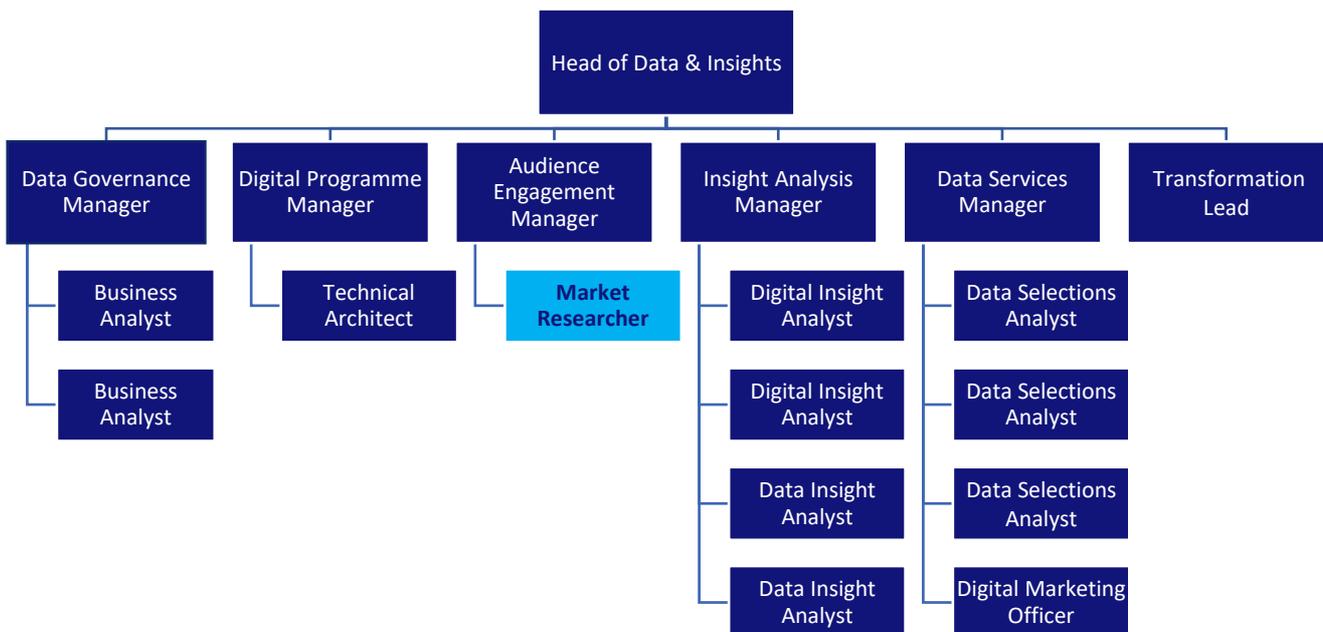
Key relationships (internal and external):

Key focus of the role:

Directorate and team

This role sits in the Data and Insights team in the Engagement and Fundraising Directorate and reports directly to the Audience Engagement Manager

Data & Insights Team



Diabetes UK has recently undergone a significant organisational change with the Data & Insights team being created in July 2025 from the centralization of several specialist teams spread across the organisation. The remit of the new team is to work across the entire organisation and drive a culture of data driven decision making that impact on the charity's ambitions.

Main responsibilities

- Lead a market research programme, designing and delivering end-to-end research that champions insight-led decision making that helps us better understand lived experience, and enables strategic Ambition delivery.
- Provide specialist advice on a variety of social research including sampling, methods (qualitative and quantitative), carrying out fieldwork, undertaking analysis, and sharing quality outputs.
- Champion, co-ordinate and increase the use of insight across the organisation, ensuring that colleagues understand how it can add value to programmes and activities from the start, including as part of our planning process and evaluation.
- Develop research standards for the organisation, including consistency and quality of methodology, governance, reporting, value for money, and a process demonstrating tactical change because of new insight.
- Contribute to the development of the new Data & Insight team, ensuring the team is integral in strategic decisions and that insight is joined up across the functions.
- Support the use of effective market research to better measure and understand the impact of our work across the charity and help us learn, improve and make better decisions
- Project manage significant research projects, commissioning and managing external service providers; maintaining and reporting an up-to-date status on all projects including time tracking, cost, quality, issues, risks and opportunities.
- Provide support to stakeholders who are managing smaller scale projects and give guidance where needed.
- Disseminate and present reports in accessible and actionable format to key internal stakeholders to inform organizational communications and strategy.
- Manage resources effectively, including responsibility for budgeting and forecasting expenditure in this area and ensuring partner agencies deliver on time and in full, working closely with our procurement team as necessary

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:

- Engage and influence stakeholders in the application of insight and research in shaping activities
- Champion the use of insight across the breadth of work we do
- Consistently deliver high quality social research, both individually and through engaging relevant agencies.
- Weigh up competing priorities, manage deadlines, and effectively manage and communicate with relevant stakeholders.
- Work with a high degree of autonomy, initiative, and proactivity.
- Present findings to a variety of internal and external audiences effectively in a range of formats, for example both verbally and in print.
- Work collaboratively across the entire organisation to deliver success.

You will have experience in:

- Commissioning and analysing both quantitative and qualitative research.
- Experience in selecting and adapting research methods to meet business needs
- Influencing stakeholders to use research and data insight when designing activities to increase engagement
- Being a clear and professional communicator with the ability to deliver written reports and presenting to a variety of audiences
- Project and budget management.

You will have skills in:

- Data and insight collection, analysis, visualisation and presentation
- Quantitative and qualitative methodologies and a good working knowledge of methods for data analysis
- Stakeholder engagement and communication
- Translating complex information clearly and effectively to different audiences

You will have knowledge:

- Of the wider research environment, particularly ethical and inclusive research practices as well as an understanding of compliance regulations and GDPR.
- An understanding and commitment to MRS professional standards and ethics

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

- An experienced social research professional, knowledgeable about both quantitative and qualitative research.
- An effective communicator to those with and without an in-depth understanding of research.
- Flexible, disciplined, and able to prioritise work effectively.
- Autonomous and proactive, being an excellent problem solver and analytical thinker.
- Committed to Diabetes UK's values and sense of purpose.

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

