

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



**HELPLINE ADVISOR**

# 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: Helpline Advisor

Contract type: Permanent

Hours: 35 (Full Time)

Band: 6

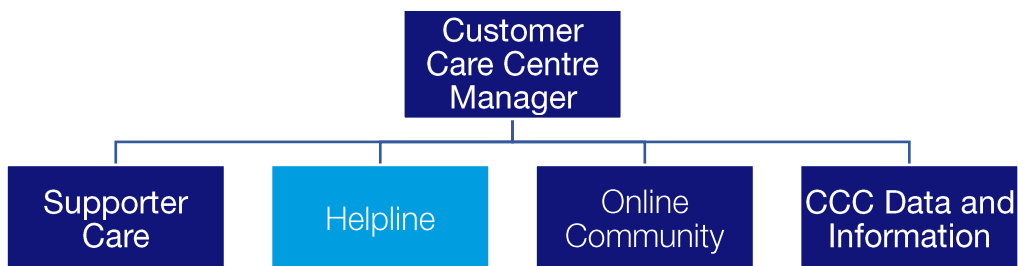
**Key relationships (internal and external):** Helpline team and team leader, CCC Manager, Supporter Care, Online Support Forum, CCC Information, Care Team, Safeguarding, people living with and affected by diabetes.

**Key focus of the role:** To provide a consistent, high-quality information and support service for people living with or affected by diabetes by delivering accurate and impartial information. This role is key to using communication and listening skills to provide emotional support, information, and guidance, both verbally and in writing.

## Directorate and team

This role sits in the [Customer Care Centre Team in the Operations Directorate](#).

## Department



## Main responsibilities

- To advise and support people living with and affected by diabetes over the phone and in writing via emails, letters, webchats, and social media, within the service level agreements.
- To help and offer emotional support where appropriate to advise on customers' concerns and queries.
- Identify and report safeguarding concerns by follow Diabetes UK's safeguarding policy and procedures where necessary and follow-up with concerns where required.
- Demonstrate the desire to update your diabetes knowledge and skills through appropriate learning and development activities and proactively seek relevant training and learning resources for self-development.
- Proactively seek answers in real-time to resolve customer queries by using reliable sources of information, for example the Knowledge Library or Diabetes UK website.
- Handle challenging calls and develop a strategy for dealing with these, monitoring own stress levels using mechanisms to help manage this.
- As needed, report customer feedback and complete data capture entries in a timely manner.  
Work closely with the helpline team by actively participating and contributing in team meetings and briefings, as well as within your monthly one-to-ones.
- Be a team player by working at least one late shift per week (10-6pm) and be flexible to cover the needs of the service where possible.

## 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:

- Communicate clearly and effectively (sometimes complex) health information both verbally and in writing to a wide range of individuals who engage with the helpline service.

- Support customers first and take ownership of the communications to effectively advise on their concerns, for example sending follow up emails where appropriate.
- Work unsupervised using your diabetes knowledge and own initiative.
- Be confident and competent in using IT and different IT packages and programmes and attempt to resolve any IT issues first before escalating to a team leader or the IT support team.
- Manage a busy workload by prioritising the most urgent and time sensitive queries.
- Be fluid and open to adapting on tasks you're required to complete, sometimes at short notice, dependent on workload.
- Handle distressing calls in real-time by listening carefully and allowing the customers to feel safe in sharing with us.

**You will have experience in:**

- Providing emotional support, health advice and guidance both verbally and in writing.
- Working on a helpline either in paid or voluntary capacity.
- Handling personal and sensitive information.
- Handling safeguarding concerns.
- Delivering an excellent customer experience at all times.

**You will have skills in:**

- Written and verbal communication.
- Tailoring advice and guidance based on customer's individual queries.
- Prioritising workload.
- Extending empathy.
- Assessing customer risk and identifying safeguarding concerns.
- Managing challenging customers appropriately and professionally.

**You will have knowledge:**

- The different types of diabetes and how the condition is managed.
- The boundaries and limitations of how helplines can support people.

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

- Be resilient and manage the everyday pressures which come as part of a busy workload and environment.
- Demonstrate improvement to the service by sharing new ideas, approaches and processes to helpline team members, in order to enhance productivity and in line with keeping things simple.
- Be adept in responding to people through different channels, with an ability to change approach dependent on platform and customer preference.
- Support the organisation's values and strategic vision.

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.

## 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

