

OFFICE MANAGER AND EXEC ASSISTANT WALES



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: Office Manager/Executive Assistant

Contract type: Permanent

Hours: Part time (17.5 Hrs/ week)

Band: 6

Key relationships (internal and external): Colleagues across the Wales team, other regions and nations teams, Finance, Facilities, IT, Marcomms, Events, Info Gov, Services teams. People living or affected by diabetes; general public, other local agencies across statutory and voluntary sector and commercial and community organisations, health care professionals.

Key focus of the role: Our National teams provide a crucial link between Diabetes UK and the community. They work to improve outcomes and access to diabetes care, empower people to live better and more confident lives with diabetes, and engage with diverse communities across the region to provide support and information. The Office Manager/Executive Assistant ensures 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 [Wales Team](#) in the [Services, Communities & Improvement directorate](#).

Department



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 regional enquiries, including people living with diabetes who contact the regional office.
- Implement and oversee a range of processes to a high-level including finance, health and safety, GDPR and other compliance requirements.

You will have experience in:

- Supporting a busy team with competing demands.
- Office and administrative systems with high standards of accuracy.
- Assisting in budget planning, reviewing management accounts, and managing financial processes.
- Ordering and managing supplies and dealing with suppliers and service providers.
- Managing H&S processes, including risk assessments (desirable).
- Providing a first-line response to people reaching out to the organisation for support.

You will have skills in:

- Demonstrated ability to collaborate with colleagues to understand their admin needs and implement systems and processes.
- Ability to work with colleagues to ensure timely and accurate responses to enquiries.
- Proven ability to produce high-quality reports, presentations, and other documents tailored to the audience.
- Excellent organisational skills, including the ability to plan, prioritise, and deliver on both day-to-day and longer-term objectives.
- Demonstrated ability to use personal initiative to assess when tasks or issues should be escalated.

You will have knowledge:

- Of using a range of online platforms (e.g., Microsoft Teams and Zoom) to facilitate meetings and events.
- Of office and administrative systems, including spreadsheets, databases, email, and PowerPoint.
- Of managing financial processes such as processing POs, invoices, petty cash, and payments.

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

- Able to build effective working relationships at all levels, both internally and externally, while demonstrating discretion with confidential matters.
- Demonstrate a flexible and proactive approach with the ability to work on own initiative.
- Demonstrate compassion and openness when providing a first-line response to people seeking support.

Qualifications/professional membership (if applicable):

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.



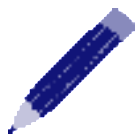
Pension

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

