

# ENGAGING COMMUNITIES AND VOLUNTEERING OFFICER



**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: Engaging Communities and Volunteering Officer

Contract type: Permanent Full Time

Hours: 35

Band: 6 (£30,804 - £34,227)

## Key relationships (internal and external):

Region/Nation and central volunteering/community engagement team; fundraising colleagues; finance team. People living with or affected by diabetes; general public; community groups, organisations and leaders; other local agencies across statutory, voluntary and commercial sectors; health care professionals

## Key focus of the role:

The Engaging Communities and Volunteering Officer will support the development and strengthening of our community engagement across Northern Ireland by building and maintaining effective partnerships with community groups and organisations, healthcare providers, charities and other key stakeholders to increase awareness, improve access to support and ensure Diabetes UK Northern Ireland is reaching a broad and diverse communities across Northern Ireland. They will also recruit, support and empower a network of volunteers to connect with people living with, and at risk of, diabetes. They will build and maintain

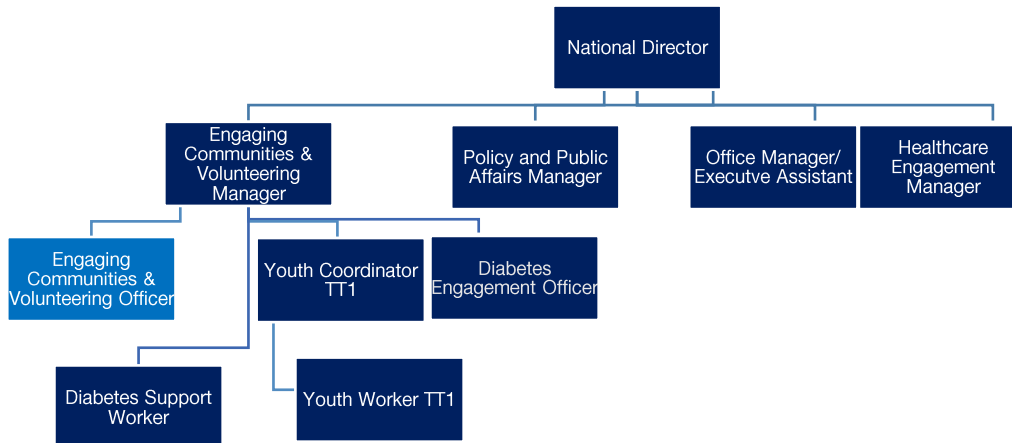
## Directorate and team

This role sits in the [Northern Ireland Team](#) in the [Services, Communities, and Improvement Directorate](#)

## Department



## Northern Ireland Team



## 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:

- Work collaboratively and in partnership with external groups and organisations
- Use a broad range of engagement methods and platforms to deliver activities and engage a diverse range of audiences
- Use proven evaluation and monitoring methods to help measure impact and proactively share learning
- Able to work collaboratively with external community organisations to understand the needs of diverse groups, raise awareness of diabetes and the profile of Diabetes UK, and identify potential volunteering opportunities.

### You will have experience in:

- Delivering community engagement and volunteering, understanding best practice and current theory
- Delivering co-production, participative and asset-based approaches to community engagement and volunteering
- Experience of engaging individuals, groups or communities that are seldom heard and may not be easily visible, and engaging service users, or people with lived experience, meaningfully

### You will have skills in:

- Excellent interpersonal skills and ability to network, engage motivate and empower a wide range of people and communities
- Excellent communication skills and experience of embedding and enabling effective support journeys and experience
- Proven ability to analyse and interpret data, insights, trends, and environmental factors to drive decision making and contribute towards high quality report, presentations, and other documents
- Excellent organisational and prioritisation skills and experience managing a varied workload to tight deadlines

**You will have knowledge:**

- Demonstrable knowledge of health and social care services, voluntary and community-based organisations.
- Knowledge of diabetes and the impact of long-term conditions on people's physical and psychological wellbeing
- Knowledge and understanding of the importance of GDPR and safeguarding policies and maintaining internal systems and records to agreed standards

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

- Ability to work independently, cooperatively and as part of a team.
- Ability to work flexibly and out of hours as required
- Access to own car and able to travel

**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.



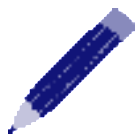
## Pension

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](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

