

# HEALTHCARE ENGAGEMENT & SYSTEMS CHANGE MANAGER



**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:** Healthcare Engagement & Systems Change Manager

**Contract type:** 1 FTE

**Hours:** 35

**Band:** 5

## **Key relationships (internal and external):**

**Internal:** Regional team/national team; Healthcare Engagement & System Change Team; Clinical Advisors; Other Healthcare Engagement & Systems Change Managers; Policy, Campaigns & Mobilisation; Services, Communities & Improvement; Media team; Engagement & Fundraising Teams

**External:** Frontline Professionals across NHS, Health System & health & social care partnerships; Integrated Care Board Clinical Networks; Clinical & Commissioning leads; Regional NHSE; Regional Public health leads; External Agencies; People living with/at risk of diabetes; Professional bodies & interest groups; Pharmaceutical & Healthcare companies; Other third sector organisations

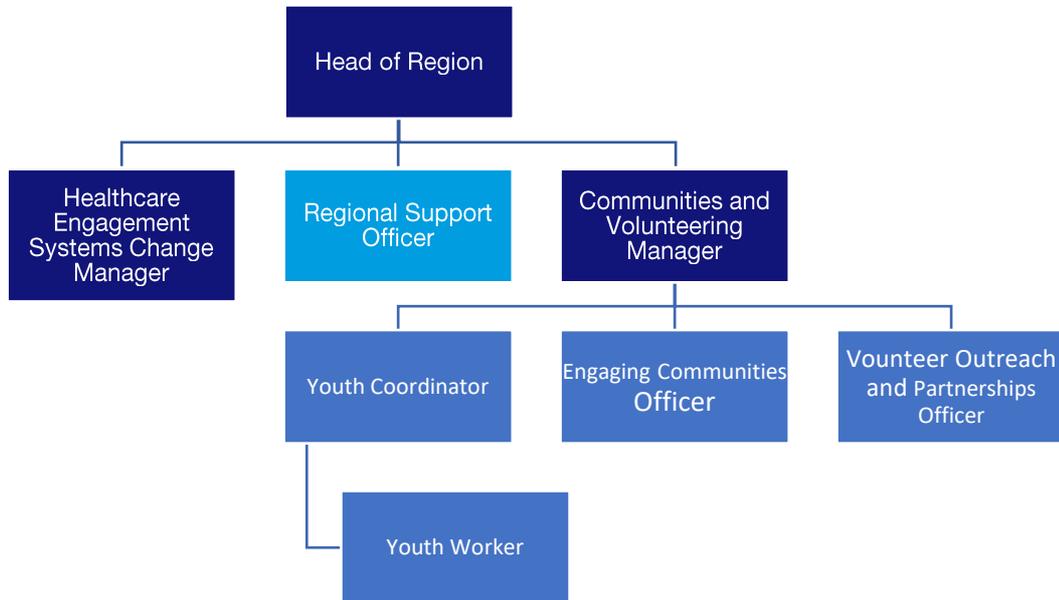
## **Key focus of the role:**

We work with extraordinary people in the health system and supporting them has never been more important. As Healthcare Engagement System Change Manager, you'll work closely with the Health System Engagement team and Head of Region to play a key role in improving outcomes, reducing variations in care for people with and at risk of diabetes through improvements in care, treatment and prevention services. You'll do this by influencing, supporting and building strong relationships, and working collaboratively with key stakeholders including healthcare professionals, commissioners and professional bodies. You will play a significant part towards delivering the strategic ambitions of Diabetes UK.

## **Directorate and team**

This role sits in the **Midlands & East of England 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:

Demonstrate experience of making change happen through influencing/+ or campaigning preferably in a healthcare setting. Be able to apply the skills of positive improvement to drive forward positive change for people living with diabetes. Demonstrate excellent verbal and written communication skills. Demonstrate good understand of healthcare professional culture, the NHS and how changes are affecting healthcare professionals and commissioners. Build credibility with healthcare professionals, creating a sense of community and shared purpose amongst key stakeholders. Be able to manage own time effectively whilst working flexible hours including some weekends and evenings.

**You will have experience in:**

Building productive relationships and able to communicate in a compelling way with a wide range of people, demonstrating strong personal credibility and excellent interpersonal skills. Managing relationships with internal and external senior audiences with fluency and confidence. Working collaboratively to ensure development and delivery of the strategic Ambitions. Delivering cross organisational projects on time and in budget, demonstrating the ability to identify and resolve issues. Facilitating co production and meaningful engagement with service users and volunteers. Organising and facilitating webinars or face to face training and education.

**You will have skills in:**

Influencing and partnership working. Communications including delivering presentations and facilitating groups. Data Analysis. Project management. Team working. Acting as a local media spokesperson. Cross-organisation collaboration.

**You will have knowledge of:**

The NHS. Health & Social Care Partnerships. Integrated Care Systems. Public Health. Third Sector.

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

**I make change happen**

- Collaborative and strong team player – Aligns to ambitions of charity and gets things done. Delivers on commitments.
- Evidences a commitment to EDI and tackling inequalities with the courage and confidence to enable team to stretch themselves in these areas

**I put people first**

- Puts the needs of people with diabetes first. Committed to co-creation and co-development with people with diabetes and seeks evidence of customer needs to make work relevant.
- Respects colleagues and is kind. Sees positive intent in those they work with. An enabling and empowering manager.

**I keep things simple**

- Has a strong focus on productivity and cost effectiveness keeping things as simple as they can be.
- Makes decisions within and across teams. Takes accountability

**I am driven to know more**

- Seeks external insights to shape our future work and sees reality for what it is and ambitious for the future of diabetes.
- Reflective approach and supports others to do the same.

Qualifications/professional membership (if applicable):

Degree or equivalent

# 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

