

# Healthcare Engagement Manager



# 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 Manager

**Contract type:** Permanent

**Hours:** 19 hours per week

**Band:** 5

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

Policy and Campaigns team, Communities and Volunteering teams, Regions and Nations, Marcomms teams, Engagement and Fundraising teams

NHS staff (e.g. commissioners, managers, healthcare professionals etc), professional conferences, education deliverers, health decision makers, partners (funders, delivery partners, charities), external agencies, professional bodies and interest groups, royal colleges, faith and community organisations, consultancies, industry specialists and funders (corporate, statutory, major donors)

**Key focus of the role:**

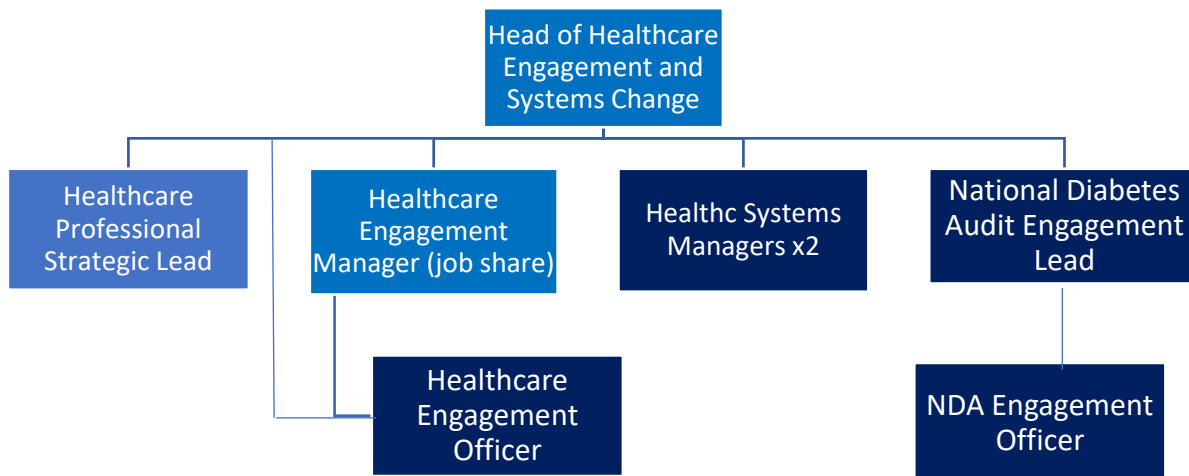
We work with extraordinary people in the health services across the UK and supporting them has never been more important.

As Healthcare Engagement Manager, you will lead the engagement work with healthcare professionals (HCPs) through the establishment of strong relationships, the delivery of targeted and timely communications, plus a strong programme of relevant events.

**Directorate and team**

This role sits in the [Healthcare Engagement and Systems Change team](#) in the [Services, Communities and 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:

Maintain and review our existing ways of working, identify improvements and lead exploration into new ways to engage with healthcare professionals, for example digitally.

Work with healthcare professionals to disseminate messaging around health inequalities.

Alongside our communications teams, create and manage high quality communication processes, tools and channels which delivers relevant, targeted and high-quality material for healthcare professionals, and including our key resources and conferences and events calendar.

Manage healthcare engagement activity working with relevant project/programme managers.

Lead work across multiple teams in the organisation to deliver complex projects.

Manage communication with partners and senior stakeholders to ensure we maintain strong relationships.

Build, develop and support networks and communities of healthcare professionals and look for opportunities to establish new relationships.

Develop relationships with key teams across Diabetes UK, building a shared vision for healthcare engagement that aligns with the strategy outcomes.

**You will have experience in:**

Experience of managing relationships with internal and external senior audiences with fluency and confidence

Experience of delivering cross-organisational projects on time and in budget, demonstrating the ability to identify and resolve issues, challenges and barriers

**You will have skills in:**

Demonstrate excellent verbal and written communication skills

Excellent interpersonal and influencing skills

**You will have knowledge:**

Demonstrate a good understanding of healthcare professional culture, the NHS and how changes are affecting healthcare professionals

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

Credible with healthcare professionals, and able to create a sense of community and shared purpose amongst the key stakeholders.

Committed to your own personal and professional development and that of your team.

Able to hold yourself and the team accountable for delivering the work.

Qualifications/professional membership (if applicable):

None required

# 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.



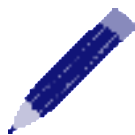
## Pension

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

