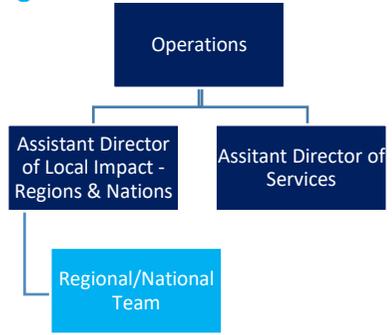
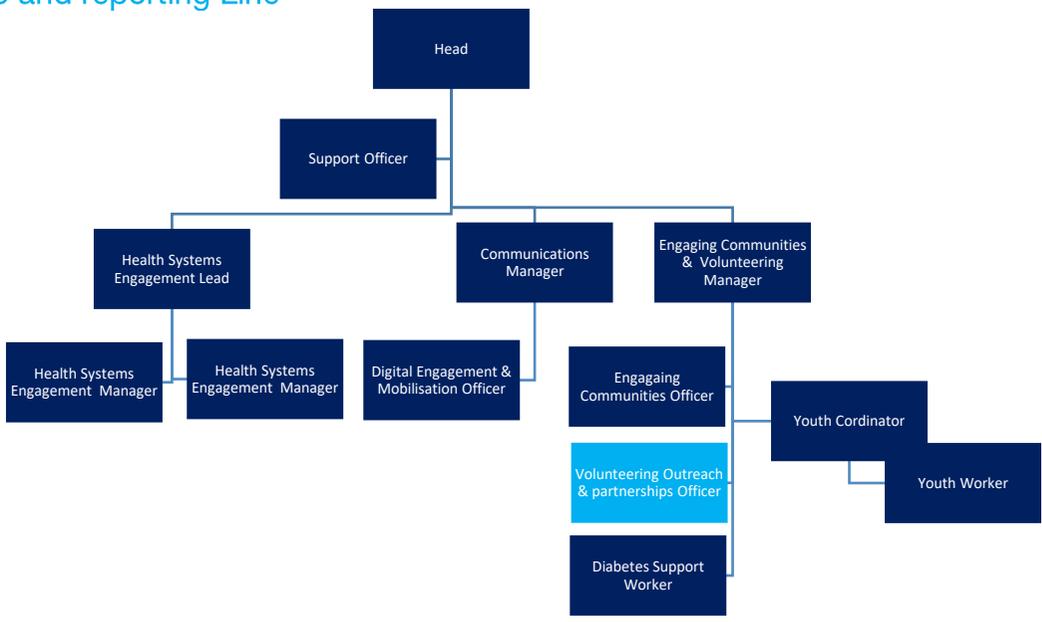


<p><b>Job Title</b> Volunteer Outreach and Partnerships Officer – North of England</p>	<p><b>Directorate and team</b> This role sits within the <b>Regions &amp; Nations</b> team in the <b>Operations</b> Directorate</p>
<p><b>Key focus of the role</b> We're working to build and grow a powerful movement of people helping to achieve a world where diabetes does no harm. The Volunteer Outreach and Partnerships Officer will recruit and develop a network of volunteers, ensuring they have the skills, resources, and confidence to connect with people living with, and at risk of diabetes, and make change happen in their communities. They will provide support and guidance to enable volunteers and our partners to contribute in flexible and meaningful ways; to support the development of key external relationships to reach a broad and diverse community of people.</p>	<p><b>Department &amp; Reporting line</b></p>  <pre> graph TD     Ops[Operations] --&gt; ADLIR[Assistant Director of Local Impact - Regions &amp; Nations]     Ops --&gt; ADS[Assistant Director of Services]     ADLIR --&gt; RNT[Regional/National Team]     </pre>
<p><b>Key deliverables</b></p> <ul style="list-style-type: none"> <li>▪ To work with the Engaging Communities and Volunteering Manager, and wider team, to support the development and delivery of a plan for local volunteering and community engagement, to deliver the Diabetes UK strategy and promote engagement with a broad and diverse community of people.</li> <li>▪ Work with the team to explore and develop appropriate networks and partnerships in local communities, identifying volunteering opportunities that reach more people and drive forward change.</li> <li>▪ To recruit, support and develop a diverse network of volunteers helping them to engage with people affected by diabetes and their local communities to have greater reach and impact.</li> <li>▪ Develop and maintain effective relationships across Diabetes UK teams, sharing ideas, information, and resources to ensure a collaborative approach to delivering our strategic outcomes.</li> </ul>	<p><b>Job and reporting Line</b></p>  <pre> graph TD     Head[Head] --&gt; SO[Support Officer]     Head --&gt; HSEL[Health Systems Engagement Lead]     Head --&gt; CM[Communications Manager]     Head --&gt; ECM[Engaging Communities &amp; Volunteering Manager]     SO --&gt; HSEM[Health Systems Engagement Manager]     SO --&gt; HSEM2[Health Systems Engagement Manager]     SO --&gt; DEMO[Digital Engagement &amp; Mobilisation Officer]     CM --&gt; ECO[Engaging Communities Officer]     ECM --&gt; ECO     ECM --&gt; VOP[Volunteering Outreach &amp; partnerships Officer]     ECM --&gt; DSW[Diabetes Support Worker]     ECM --&gt; YC[Youth Cordinator]     YC --&gt; YW[Youth Worker]     </pre>
<p><b>Contractual information</b></p> <ul style="list-style-type: none"> <li>▪ <b>Contract type:</b> Permanent</li> <li>▪ <b>Hours:</b> 35 hours per week (full-time)</li> <li>▪ <b>Pay range:</b> Band: 6</li> </ul>	

<p><b>Key working relationships internal</b> Regions/Nations operational teams, Engaging Communities and Volunteering Team, , Community Fundraising, Finance, Marcomms, Information Governance, Campaigns &amp; Mobilisation.</p>	
<p><b>Key working relationships external</b> People living with or affected by diabetes; volunteers and local and community groups; Community and faith organisations, other local agencies across statutory, voluntary, and commercial sectors, supporters, healthcare professionals and the general public.</p>	

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**).

**Key activities – What you need to do**

Improving Delivery	Managing and developing Others	Building external relationships	Communicating with others
<ol style="list-style-type: none"> <li>1. Develop targeted volunteer roles, with varying levels of commitment and skills requirement, to inspire and motivate a diverse range of volunteers to help us deliver our strategy.</li> <li>2. Support the Engaging Communities and Volunteering Manager to ensure that we have a range of volunteer-led offers, both face to face and online, including peer support, to raise awareness and support people to live well with diabetes</li> <li>3. Support the development of local and national volunteer and group resources where appropriate, to ensure volunteers and groups remain connected, engaged, and inspired to support the delivery of local plans and the wider organisation strategy.</li> </ol>	<ol style="list-style-type: none"> <li>4. Provide guidance for volunteering locally, and work collaboratively with colleagues to develop appropriate volunteer roles in priority areas, helping to build our capacity to support people to live well with diabetes.</li> <li>5. Work with the Central Engaging Communities &amp; Volunteering team to develop and deliver role specific training for volunteers and groups, tailored to the needs of local work.</li> <li>6. Support volunteers through the volunteering journey, signposting and connecting them to engaging communities and other volunteering colleagues as appropriate, and keeping records updated on our Volunteer Management System.</li> </ol>	<ol style="list-style-type: none"> <li>7. Work with the Engaging Communities &amp; Volunteering Manager, and wider team including the Regional Fundraiser where appropriate, to explore resources and organisations, as well as potential partners and allies in local communities in support of our community engagement work.</li> <li>8. Work with the team to nurture and grow relationships with local organisations and groups to raise awareness of diabetes and identify areas for collaboration to maximise reach and support people to live well with diabetes.</li> <li>9. Build strong relationships with new and existing volunteers and groups, champion volunteering best practice and be the first point of contact for managing volunteer enquiries, ensuring they are passed on to the most appropriate person in the team.</li> </ol>	<ol style="list-style-type: none"> <li>10. Be responsible for communication with volunteers and groups through emails, newsletters, phones calls, meetings, and events to ensure that they are kept up to date, working with the team to help promote key messages and information.</li> <li>11. Work with the colleagues in your immediate team and the wider organisation, to explore and maintain innovative ways to communicate and engage with current and prospective volunteers and partners, adapting resources and communications for local use where necessary.</li> <li>12. Organise and oversee appropriate volunteer involvement in an agreed programme of community engagement and outreach activity, ensuring they have the tools, resources and training needed to be efficient and to keep safe, legal and healthy in their activities.</li> </ol>

**Skills, knowledge, experience, and behaviours – How you need to do it**

Improving Delivery	Managing and developing others	Building external relationships	Communicating with others
<ol style="list-style-type: none"> <li>1. Self-motivated with excellent organisational skills, remaining calm under pressure and balancing conflicting priorities to deliver agreed plans.</li> <li>2. Ability to work as part of a team with colleagues and be able to escalate issues and concerns to your line manager.</li> <li>3. Ability to identify opportunities for co-creation and work with others to understand and incorporate their needs.</li> <li>4. Experience in gathering, analysing, and presenting data on which to base plans and recommendations for improvement.</li> </ol>	<ol style="list-style-type: none"> <li>5. Demonstrable experience of recruiting, managing, and training volunteers, and supporting them through all stages of a volunteer journey, both face ot face and online.</li> <li>6. Work in a team environment with minimal supervision and the proven ability to build good relationships across an organisation.</li> <li>7. Ability to engage, motivate and empower partners, volunteers and groups, providing support and direction and enabling them to engage in a range of opportunities using excellent communication and interpersonal skills.</li> </ol>	<ol style="list-style-type: none"> <li>8. Ability to engage with other groups and organisations, promoting Diabetes UK and identifying areas for collaboration.</li> <li>9. 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.</li> <li>10. 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.</li> </ol>	<ol style="list-style-type: none"> <li>11. Able to formulate and communicate clear messages in a range of formats including but not exclusive to reports, presentations, newsletters, and social media.</li> <li>12. Competence in using a range of IT systems and packages CRM/data management systems and online platforms to communicate effectively with a range of audiences.</li> <li>13. Excellent interpersonal, stakeholder management and communications skills, including experience of building effective relationships with a wide range of internal and external audiences.</li> <li>14. Experience of developing and delivering training and/or in facilitating support within a group work setting.</li> </ol>

### Qualifications – Qualifications you need to carry out this role

- Recent experience at a level that has required you to work in a comparable role demonstrating the identified skills, knowledge, and behaviours.
- Willing to work flexibly and outside of normal office hours and weekends, and travel as necessary and agreed with the Engaging Communities and Volunteering Manager.