VOLUNTEERING & MOBILISATION LEAD



DIABETES UK
KNOW DIABETES. FIGHT DIABETES.

WHO WE ARE

We are Diabetes UK and it's our mission to tackle diabetes, day in and day out, until it can do no harm. One in five adults in the UK are living with diabetes or prediabetes, and we're determined to change that. Join us and together we can change the future of diabetes.

For the last 90 years, we'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.

We're committed to preventing diabetes where possible, improving daily life for those living with it, and ultimately finding a cure. We're also focused on tackling stigma and reducing inequalities faced by people at risk or living with diabetes.

We've got some really ambitious goals over the next few years and we're looking for people who share our ambition to help us stop the harm diabetes causes.

We can't do any of this without you.

Our 2026 -2030 strategy commits us to 3 ambitious outcomes: Prevention and Cure, Everyone included and Living Well with Diabetes. To read more about our strategy please click here DUK-Strategy-2026-2030-compressed.pdf

At Diabetes UK, we live and breathe our values:

We put people first – We recognise that people are individuals with different preferences, circumstances and needs. We collaborate with others, listen carefully and keep commitments.

We make change happen – We are ambitious to drive change with and for people living with diabetes. We challenge constructively if needed.

We're driven to know more – We find ways to share knowledge and insights with colleagues and take advantage of learning opportunities across the charity.

We keep things simple – Diabetes is complicated enough.

If these values resonate with you, we'd love to hear from you.



Colette Marshall
Chief Executive

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JOB DESCRIPTION

Role title: Volunteering and Mobilisation Lead

Contract type: Permanent

Hours: 35

Location: Any Diabetes UK office

Salary: £48,626 - £54,029 – Band 4

Role reports to: Head of Communities & Volunteering

Key relationships (internal and external): Communities & Volunteering team; Partnerships & Philanthropy; Policy Team; Nations & Regions; Finance; Marcomms Teams; Digital; Data, Analysis & Insight; Involvement; Internal Communications; Fundraising Teams; Volunteers, supporters and members of Diabetes UK. Third sector organisations, charity partners, volunteering development networks, people living with diabetes, sector-wide working groups, external suppliers.

Key focus of the role: Our Communities and Volunteering Team mobilises people, communities and volunteers to have greatest impact for all people living with, and affected by, diabetes across the UK. The Volunteering and Mobilisation Lead is a pivotal role, supporting and inspiring teams across the organisation to deliver our long-term plans for mobilising people and communities in support of Diabetes UK's strategic outcomes and ambition. This role is vital to ensure our engagement activity at Diabetes UK is inclusive, bringing diverse perspectives and lived experience to our work for people living with, and at risk of, diabetes.

Key tasks and responsibilities

1. Support the Head of Communities and Volunteering to develop and deliver a long-term plan that outlines our approach to involving and mobilising volunteers, people with diabetes and communities, collaborating closely with colleagues and ensuring alignment with the Diabetes UK strategy.
2. Lead on the development and creation of new volunteering roles, partnership opportunities and ways of working across the charity, that are aligned to the Diabetes UK strategy and the team's long-term plans, managing their own budget and workload independently.
3. Use data and insight to lead the ongoing continuous improvement of the volunteer pathway – ensuring volunteers are able to align their activity to the long-term Diabetes UK strategy.
4. Create and analyse regular reporting that highlight themes and trends for improving how we involve and mobilise volunteers.

5. Lead on the development and delivery of a robust monitoring and impact framework that will show the difference our community engagement, partnership working and volunteering is making for people living with diabetes on a national scale.
6. Provide leadership to peer and senior and work in partnership with teams working with volunteers across all directorates at Diabetes UK, supporting them to ensure an excellent volunteer experience as part of their journey with us.
7. Lead the development of strategic partnerships alongside senior colleagues across the organisation, including Partnerships & Philanthropy, Regions and Nations, and the rest of the Communities and Volunteering Team. Proactively seek, develop and measure partnership opportunities and respond to these as they arise
8. Represent and champion communities and volunteering on organisation-wide groups and represent Diabetes UK in wider external sector initiatives.

Person specification

	Criteria:		Assessed via:	
	E	D	A	I
Experience				
Developing and delivering long-term strategic plans across a medium or large organisation.		X		X
Analysing, interpreting and communicating complex information in a simple way to a range of audiences.		X	X	
Gathering and analysing insight and translating this into actions for improvement.		X	X	
Developing new volunteer roles and opportunities to involve people, promoting best practice in partnership working and working with others to deliver a shared goal.	X		X	
Working with varied and multiple teams, dispersed across a large geographical location, to deliver a shared goal with maximum impact.	X			X
Working with diverse groups and an understanding of the importance of diversity and inclusion.	X		X	
Knowledge	E	D	A	I
Analysis of data and insight to identify trends and themes, how to effectively present data and information in an appropriate way, to a variety of stakeholders.	X		X	

Best practise in volunteering involving volunteers in multiple and varied programmes of work.		X	X	
Best practice in involvement and engagement in support of mobilising people and communities effectively		X		X
Demonstrating impact of a number of complex functional programmes and showing how organisational decisions are influenced by these.	X			X
The importance of ensuring diversity and inclusion in all aspects of our work.	X		X	
Skills	E	D	A	I
Translating high level strategic priorities into clear and achievable objectives and workplans.	X			X
Managing projects, setting collective objectives and plans, tracking progress through KPIs and reframing plans as needed.	X		X	
Excellent interpersonal skills and the ability to communicate with both internal and external audiences.	X		X	
Leading high-performing project teams across multiple directorates and bringing together diverse perspectives before making decisions that will have significant impact.	X			X

E – Essential D – Desirable A – Assessed at Application I – Assessed at Interview

If you don't meet all the criteria listed but meet most and have transferable skills with a passion for our mission, you are still welcome to apply for this role.

If you are invited to attend an interview in person, we will reimburse reasonable travel costs excluding hotel or overnight stays.

Behaviours

All employees are expected to abide by our values and behaviours framework which can be found here Combined general and people managers framework. Below are a set of behaviours that you will be expected to demonstrate in your application form and that will also be explored during your interview.

We keep things simple

- Use clear, accessible language, avoiding jargon unless it's relevant to your audience.
- Be clear, when making a decision or sharing information, about who you are involving and why

We Make change happen

- Speak confidently about the impact we've made and our ambitions for the future.
- Review and evaluate what you do, considering diverse perspectives and the impact it has

We're Driven to know more

- Proactively look to learn more and share your new knowledge and insights with colleagues.
- Use data and evidence, if available, to support decision-making, being open to changing your mind if new information comes to light

We put people first

- Recognise that people are individuals with different preferences, circumstances and needs.
- Encourage others to develop by giving them support, feedback and time.