

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.



**ADOPTION AND
INNOVATION ANALYST**

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: Permanent

Contract type: 35 per week

Hours: London, with hybrid working

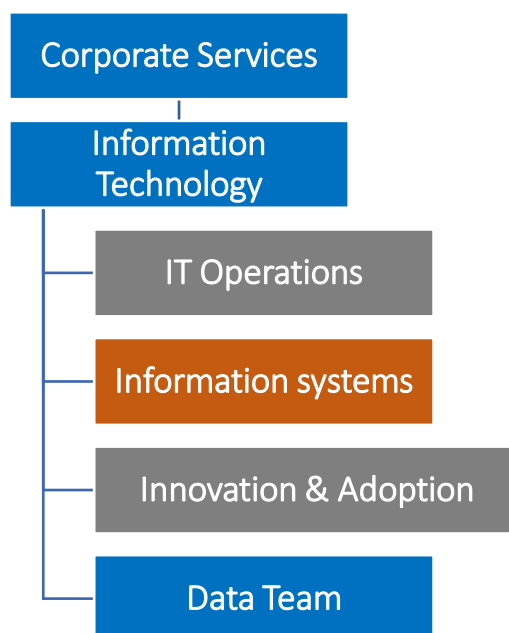
Band: 5

Key relationships: (internal and external): OD, Better Data Change Lead, Internal Communications, Microsoft TSI. QA

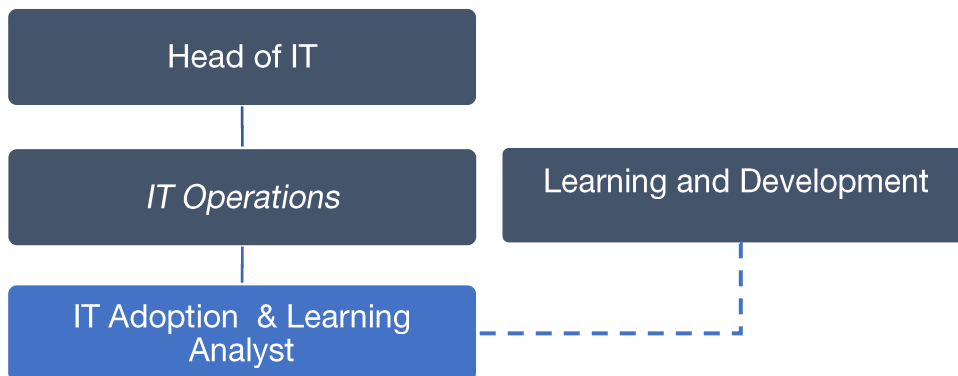
Key focus of the role: Equipping employees with the essential skills to thrive in an ever-evolving data & digital landscape. You will identify digital skills gaps and learning opportunities, develop learning pathways, and curate self-service learning resources and support models for both the internal DUK customer and our external Volunteers and professional customers. You will assist the Data Programme with the development of end User Data skills to support our new modern data platform and CRM.

Directorate and team

This role sits in the [IT Team](#) in the [Corporate Services Directorate](#)



Role and reporting Line



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:

1. Help to shape the modern workplace strategy, ensuring alignment with organisational goals.
2. Lead the implementation and continuous improvement of modern workplace solutions.
3. Develop communication strategies to ensure effective dissemination of information and engagement.
4. Drive the adoption and utilisation of modern workplace tools and platforms.
5. Foster a culture of self service, collaboration, and seamless communication among colleagues.
6. Identify opportunities to enhance productivity and streamline processes through technology.
7. Leverage data analytics tools, such as Power BI, to derive meaningful insights.
8. Identify trends and patterns to drive continuous improvement in the modern workplace.

You will have experience in:

1. Microsoft 365 and CRM Trainer
2. Supporting IT Transformation projects
3. Product manager
4. Use of technology communication channels
5. Supplier management
6. Managing Projects through entire life cycle

You will have skills in:

1. Establish and maintain digital academy and design learning pathways for different job roles.
2. Collaborate with stakeholders to identify opportunities for enhancing the work environment and productivity.
3. Develop and deliver training programmes to empower colleagues in utilising technologies effectively.
4. Create learning resources, including guides, videos, and interactive materials, to support skill development.
5. Drive the use of automation tools, such as Power Automate, to optimise workflows.
6. Collaborate with cross-functional teams to implement productivity-enhancing solutions.
7. Collaborate with stakeholders to develop dashboards and reports for informed decision-making.
8. Provide support and troubleshooting assistance to colleagues for modern workplace technologies.
9. Proactively address user feedback and implement improvements based on user needs

You will have knowledge:

1. MS 365
2. SharePoint
3. Power platform
4. Learning systems and assets
5. Change Management
6. Project management

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

1. Excellent leadership skills with the ability to inspire and motivate others.
2. Exceptional communication and presentation abilities, with a focus on user-centric communication.

3. Passion for innovation and staying updated with the latest trends in the modern workplace.
4. Analytical mindset with the ability to derive insights from data **and cross team working.**
5. Strong knowledge of modern workplace technologies, including collaboration tools, automation, and data analytics.
6. Proven experience in driving modern workplace transformation initiatives.
7. Experience in developing and delivering training programmes.

Qualifications/professional membership (if applicable):

Bachelor's degree in a relevant field e.g. Information Technology, change management, or equivalent experience such as Technology transformation.

- [Microsoft Office Specialist](#) or possessing prerequisite certifications or experience (in Word, Excel, PowerPoint, Outlook, and SharePoint)
- [Microsoft Certified Trainer](#) or possessing prerequisite certifications or experience leading lead to this.
- Ability to use Azure DevOps to log and track work.
- Certification(s) in change management

Desirable

- Experience or knowledge of LMS systems.
- Power BI, Power Automate, Power Virtual Agents
- Fresh work's 'Fresh Service' service desk
- Business Analyst qualifications

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.



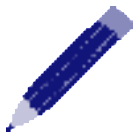
Pension

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

Call **0345 123 2399**

Visit diabetes.org.uk

Search **Diabetes UK** on Facebook, Twitter, YouTube and Instagram

