

**DIABETES UK**  
KNOW DIABETES. FIGHT DIABETES.



**HEAD OF LEARNING AND  
ENGAGEMENT**

# 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.

We're committed to protecting and promoting the welfare of children and adults at risk, and we need our staff and volunteers to support this.

**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: Head of Learning and Engagement

Contract type: Permanent.

Hours: 35 hours

Band: 3

## Key relationships (internal and external):

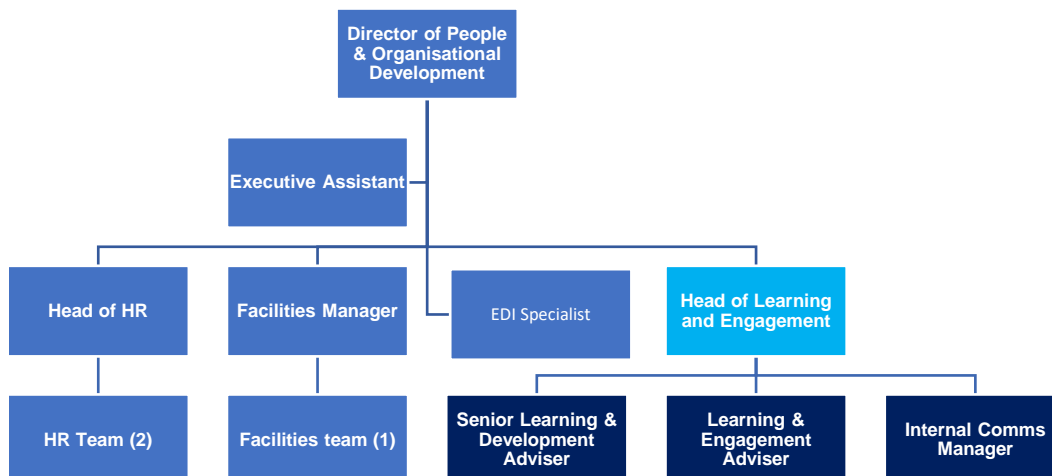
Director of People and Organisational Development, Executive Team, CEO, Head of HR, Heads of Teams, P&OD team, managers and all employees, Learning and Development and HR specialists in all sectors, training providers, apprentice providers and external coaches.

## Key focus of the role:

Develop and deliver strategies that foster a culture of continuous learning, employee engagement, and personal and organisational development. This role will lead on initiatives to develop great leaders, managers and colleagues, enhance colleague experience and drive cultural transformation aligned to our values and supports achievement of our ambitious strategy.

## Directorate and team

This role sits in the [Learning and Engagement Team](#) in the [People & Organisational Development Directorate](#)



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

- **Shape Our Future:** Lead the development and implementation of strategies that drive organisational change, focusing on achieving outcomes and building colleague resilience.
- **Innovate in Learning & Development:** Bring your expertise to create engaging and impactful L&D programmes, including coaching and mentoring, to enhance our team's capabilities and support our growth.
- **Collaborate with Leadership:** Work closely with our CEO and Executive Team to evolve our organisational culture and design principles, promoting a more inclusive and dispersed leadership model.
- **Build Leadership Capacity:** Develop and deliver training interventions, facilitate away days, and provide coaching to strengthen our wider leadership team.
- **Nurture Talent:** Create a framework for identifying and nurturing talent, ensuring effective performance reviews, apprenticeships, and succession planning.
- Ensure colleagues are informed – work with the Internal Communications Manager to make the most of our internal communication channels, using appropriate metrics to access impact
- **Drive Engagement:** Lead initiatives and programs that boost colleague engagement and connection, reinforcing our values and fostering a positive workplace culture.
- **Champion Feedback:** Oversee feedback processes to gauge engagement levels and implement interventions to drive progress and improvements.
- **Foster Collaboration:** Build strong relationships within and outside the organisation to support our OD strategy and plans.
- **Lead by Example:** Be a role model for leadership, valuing diversity, prioritising inclusion, and driving high performance within your team.
- **Manage Resources:** Oversee the Organisational Learning and Engagement budget, monitor KPIs, and ensure alignment with our organisational needs and HR initiatives.

## How you need to do it (the How)

### Skills

- Creative Problem Solver: Solution-focused with a creative, optimistic, and courageous approach to changing mindsets.
- Collaborative Learning Developer: Translates business needs into effective learning interventions, working collaboratively with colleagues.
- Exceptional Communicator: Demonstrates strong interpersonal and communication skills, thriving in a multicultural and multistakeholder environment.
- Strategic and Operational Leader: High emotional intelligence, capable of strategic thinking and delivering courses both in-person and online.
- Analytical and Clear Presenter: Strong analytical skills with the ability to present complex information clearly to diverse audiences.
- Advanced Coach and Facilitator: Excellent coaching and group facilitation skills, enjoys supporting and developing others.

### Knowledge

- Demonstrable practical up to date knowledge of best practice in organisation development particularly around change management and developing organisational culture.
- Knowledge of a range of OD and learning theories and practices and a track record of applying these in the appropriate context with proven results.
- Passionate about organisational development with a good understanding of various interventions to maximise colleague engagement throughout the employee lifecycle.
- Knowledge of best practice in training course design including drafting learning objectives
- Knowledge of best practice in approaches to blended learning, especially in the context of a hybrid-working environment
- Sound understanding of internal communications channels and how to use metrics to assess their impact

### Experience

- Proven track record in leading and delivering organizational development interventions with measurable business benefits during structural and cultural changes.

- Proven experience of successfully delivering programs to develop leadership and management skills in person and on-line, from identifying needs to evaluating success.
- Demonstrable experience of leading internal communications to engage colleagues and support changes, while handling sensitive information.
- Experience of leading on the design, implementation, analysis and action planning for full annual engagement surveys and pulse surveys
- Strong project management skills, with the ability to influence and build credibility at all levels to achieve outcomes and timelines.
- Demonstrable leadership experience that inspires and engages own team and wider organisation.
- Track record of delivering talent management and succession programmes and working collaboratively with HR teams to support the achievement of strategic aims.

## Behaviours

- **I make change happen**
  - Collaborative and strong team player – proactively seeks solutions to progress Strategic Programmes and remove obstacles. Aligns to ambitions of charity and gets things done. Delivers on commitments. Strong evidence of proactively enabling funding of work.
  - 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 leader.
- **I keep things simple**
  - Has a strong focus on productivity and cost effectiveness keeping things as simple as they can be.
  - Makes decisions and empowers others to make decisions within and across teams. Takes accountability. Doesn't avoid tough decisions.
- **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):**

- Accreditation from the Chartered Institute of Personnel and Development (CIPD) to Level 7 or equivalent expertise through study and experience
- Evidence of continuing professional development and genuine interest in continuous learning
- Strength Deployment Inventory (SDI) facilitator qualification or knowledge of similar psychometric tools (desirable)

# 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.



## 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

