

DiABETES UK
KNOW DIABETES. FIGHT DIABETES.



SUPPORTER CARE ADVISOR

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: Supporter Care Advisor

Contract type: Fixed Term (12 months)

Hours: 21 (between 9am – 6pm)

Band: 7

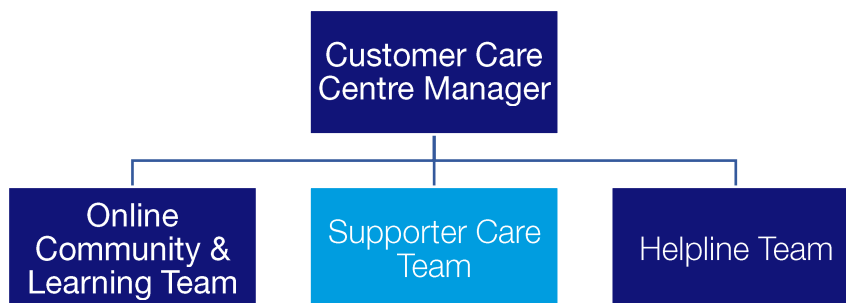
Key relationships Internal: Customer Care Centre management team, Supporter Care & Helpline Advisors.

Key relationships External: DVLA & other relevant authorities.

Key focus of the role: As the first point of contact for supporters and members of the general public, the Supporter Care Advisor's role is to put the supporter at the heart of every engagement by delivering excellent customer service. As a Supporter Care Advisor, you are expected to effectively respond to queries by phone, email, letter, social media and web chat on all aspects of our work.

Directorate and team

This role sits in the [CCC Team](#) in the [Operations Directorate](#)



Main responsibilities

1. Effectively triage queries to relevant teams and signpost where appropriate.
2. Prioritise tasks based on the agreed Contact Centre Service Level Agreements.
3. Encourage customers to take advantage of our supporting and professional memberships, where appropriate.
4. Use diabetes knowledge and delivered briefings to advise customers on an array of topics.
5. Help to develop and support the training of new members to the team using the contact centre systems and relevant software.
6. Request information and support from other teams when information is needed regarding events, campaigns and other DUK activities.
7. Communicate with colleagues and customers in line with our organisational values when discussing a query or thanking them for their kind donations.
8. Be the first point of contact for supporters and external organisations via phone, email, web chat, social media and letter.
9. Always put our customers first and take ownership of the communications to effectively resolve or support a query.
10. Provide first line self-empowerment support and liaise with external agencies when required.

Person specification

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)

You will be able to:

1. Communicate with supporters via phone call, email, web chat, social media on a day to day basis.
2. Anticipate and exceed supporter expectations when contacting Diabetes UK.
3. Leave a lasting impression on our supporters enabling them to promote Diabetes UK outside of our customer service operation.

You will have experience in:

1. Independent and collaborative work to complete tasks and manage time accordingly.
2. Office based or transferable customer service skills such as taking/making phone calls, sending emails, answering and taking ownership of customer queries.

You will have skills in:

1. Show excellent organisational skills and adaptability when completing tasks.
2. Summarise customer interactions and feedback using the data capture system within our call handling system.
3. Effectively communicate with colleagues and customers in a professional manner demonstrating high standards of written and verbal communication.
4. Demonstrate empathy towards our customers across all channels of communication.

You will have knowledge:

1. Keep up to date with internal and external events relating to diabetes and the work of Diabetes UK.
2. Follow Diabetes UK tone of voice in verbal and written communication.

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

1. Make informed decisions under pressure that will benefit the customer and the organisation.
2. Work together to support colleagues and maintain a positive working environment.
3. Always remain professional in challenging or difficult situations.
4. Have an awareness of potential areas of improvement and pro-actively take steps to engage with any coaching, training and support available.

Qualifications/professional membership (if applicable):

N/A

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

Call **0345 123 2399**

Visit diabetes.org.uk

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

