

DIABETES UK
KNOW DIABETES. FIGHT DIABETES.



**SUPPORTER CARE
ASSISTANT TEAM LEADER**

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 Assistant Team Leader

Contract type: Fixed Term 12 months

Hours: 35 (Shift pattern - between 9am – 6pm)

Band: 6

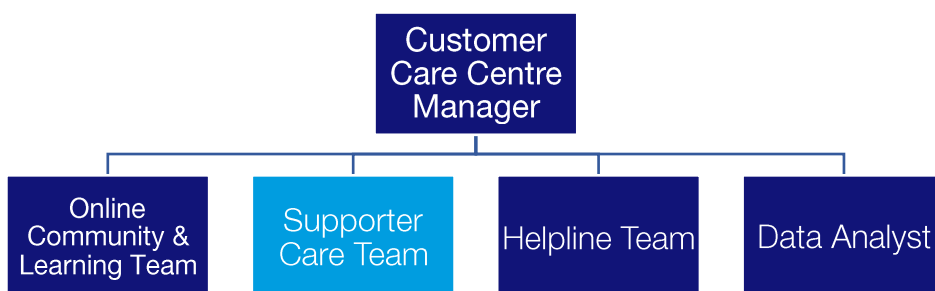
Key relationships Internal: Customer Care Centre management team, Supporter Care & Helpline Advisors.

Key relationships Internal: DVLA & other relevant authorities.

Key focus of the role: As a Supporter Care Assistant Team Leader, you will manage the contact centre SLAs and delegate workload whilst coaching and developing a team of advisors to effectively answer queries by phone, email, letter, social media and web chat. You will manage the engagement and wellbeing of the team as well as new starter recruitment & training. The Supporter Care Assistant Team Leader will organise a team's day to day operations within a Contact Centre, as well as liaising with the Supporter Care Team Leader and other departments to successfully roll out new initiatives to the Supporter Care team.

Directorate and team

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



Main responsibilities

1. Manage and prioritise workload based on the Contact Centre service level agreements.
2. Develop and support the training of new and existing team members via coaching, one to one meetings and quality assurance scoring.
3. Request information and support from other teams regarding events, campaigns and other DUK activities.
4. Communicate with colleagues and supporters in line with our organisational values and Diabetes UK tone of voice.
5. Always put our supporters first and take ownership of communications where necessary to effectively resolve or support a query.
6. Summarise supporter interactions and advisor performance using the data capture and call handling systems to create weekly/monthly reports.
7. Designated Safeguarding person for the CCC.

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. Delegate workload to your team and make a daily rota making best use of our resources.
2. Provide feedback to your team and other departments regarding the voice of the customer in order to drive continuous improvement within Customer Care Centre.

3. Manage the Customer Care Centre SLAs.
4. Use diabetes knowledge and briefings to coach advisors on an array of topics that are presented in their contacts.
5. Develop and support the training of new and existing team members through clear and effective communication skills.
6. Request information and support from other teams regarding events, campaigns and other DUK activities.
7. Manage and resolve Safeguarding cases that come through to the CCC.

You will have experience in:

1. Managing a team - 121s, quality assurance & delivering constructive feedback to individual line reports.
2. Being responsible for department SLAs.
3. Coaching a team - Looking for areas of improvement, ability to deliver effective feedback and striving for optimal performance.

You will have skills in:

1. Reacting to changes in your daily schedule and demonstrating excellent adaptability/flexibility.
2. Produce monthly reports on Excel & Word based on performance and data capture information.
3. Effectively communicate with colleagues and supporters demonstrating high standards of written and verbal communication.

You will have knowledge:

1. Emotional intelligence - Showing empathy and ability to listen and act when a team member needs assistance.
2. Knowledge of Safeguarding processes and procedures.

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

1. Work together to support colleagues and maintain a positive working environment.
2. Identify potential areas of self-improvement and pro-actively take steps to engage with any training or support available.
3. Demonstrating strong leadership skills.

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

