DIABETES ENGAGEMENT OFFICER



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

JOB DESCRIPTION

Role title: Diabetes Engagement Officer

Contract type: Full Time,16-month Fixed Term Contract

Hours: 35

Location: Northern Ireland

Salary: £30,804 - £34,227 - Band 6

Role reports to: Community and Volunteering Manager NI

Key relationships (internal and external):

Region/Nation and central volunteering/community engagement team; fundraising colleagues; finance team. People living with or affected by diabetes; general public; community groups, organisations and leaders; other local agencies across statutory, voluntary and commercial sectors; health care professionals

Key focus of the role:

Diabetes UK Northern Ireland secured funding from the National Lottery Peoples and Community Fund – to develop the "Live Well Hub Programme" The project will provide local communities the support to set up structures of diabetes support and enable us to reach those in most need, delivering support and information to people.

The Diabetes Engagement Officer will partner with organisations and groups, delivering a range of tailored engagement tools and health promotion activities, both face to face and online. To further develop community assets, the DEO will recruit and train volunteers with a vision of supporting them to establish sustainable Live Well Hubs across Northern Ireland

Key tasks and responsibilities

- Support the Commuity and Volunteering Manager in planning and project management of community-based initiatives for the diabetes
- Ensure all robust processes are in place to capture the required data to inform programme monitoring and evaluation.
- Work with colleagues to optimise engagement journeys which build long term relationships and involvement
- Work with colleagues to ensure all communications and messages are consistent, in-line with policy positions and priorities, and tailored to local audiences.
- Work closely with colleagues to engage with a range of stakeholders including communities, partners and volunteers inspiring them to work with us in delivering our ambitions.
- Organise and oversee appropriate volunteer involvement in an agreed programme of community engagement and outreach activity, ensuring they have the tools, resources and training needed to be efficient and to keep safe, legal and healthy in their activities
- Work closely with colleagues to test and learn new ways of building and engaging communities and volunteers, and ensure we continually evolve and respond to the external environment.
- Continuously improve our impact through data, insight, evaluation and utilising and sharing skills, capacity and learning across the organisation
- Encourage local communities to actively manage their wellbeing, creating local opportunities for people to come together, in person or online, and access to support which helps them live well with their diabetes.
- Work with the team to nurture and grow relationships with local organisations and groups to raise awareness of diabetes and identify areas for collaboration to maximise reach and impact
- Work closely with colleagues to facilitate meaningful engagement with people living with, and at risk of diabetes, ensuring their expertise and experience informs our thinking and work, both locally and nationally
- Work with the wider team to develop and embed effective supporter and volunteer journeys in all interactions

Person specification

	Criteria:		Assessed via:	
	E	D	A	I
Experience				
Demonstrate experience of implementing policies and procedures relating to safeguarding, health and safety and data protection.	X		X	
Experience of project/programme development and management, monitoring and evaluation, delivering outcomes and measuring impact.	X		X	
Experience of working collaboratively with individuals and groups ensuring our responses are informed by and appropriate for a diverse range of experiences, and in line with emerging and best practice	X		X	X
Experience of engaging individuals, groups or communities that are seldom heard and may not be easily visible, and engaging people with lived experience, meaningfully.	X		X	X
Knowledge				
Demonstrable knowledge of health and social care services, voluntary and community-based organisations.	X		X	
Knowledge of diabetes and the impact of long-term conditions on people's physical and psychological wellbeing		X	X	
Demonstrable knowledge of group work, facilitation and/or training theories, skills and processes	X		X	X
Skills				
Sound planning and project management skills, alongside good judgement, to achieve localised objectives in alignment with overall programme-wide priorities.	X		X	X
Facilitation and training skills	x		X	
Proven ability to produce high quality reports, presentations and other documents tailored appropriately depending on the audience and using a range of systems and tools.	X		X	X
Ability to engage, motivate and empower a wide range of people with excellent communication and interpersonal skills, identifying areas for collaboration to help us deliver the strategy.	X		X	X
Qualifications/Professional membership (if applicable)				

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

For candidates

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.

Behaviours for job roles band 4-7

We keep things simple

- Use clear, accessible language, avoiding jargon unless it's relevant to your audience.
- Prioritise your work so that you're clear about what needs to be done at any given time

We Make change happen

- Speak confidently about the impact we've made and our ambitions for the future.
- Boldly try out new and creative approaches, challenging and disagreeing constructively if needed.

We're Driven to know more

- Proactively look to learn more and share your new knowledge and insights with colleagues.
- Be open to questions from others, recognising that a challenge can help develop your own thinking

We put people first

- Recognise that people are individuals with different preferences, circumstances and needs.
- Make realistic commitments to others and see these through. If there's a sound rational not to do so, explain why in a timely manner.