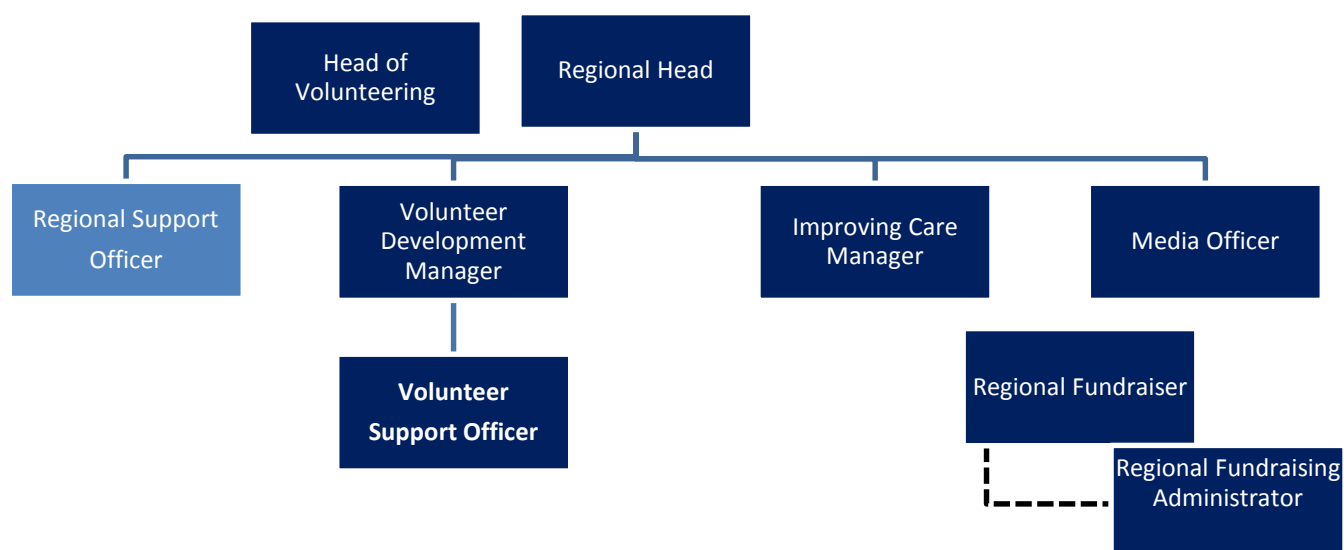


## Job Title – Regional Support Officer

DIRECTORATE:	Operations
TEAM:	London region
REPORTING TO:	Regional Head - London
CONTRACT:	Permanent Full time.



## WORKING RELATIONSHIPS:

### Inside Diabetes UK

All Regional/National Offices and Diabetes UK Central Office departments (especially Finance, IT, Facilities Management & Helpline).

### Outside Diabetes UK

People with diabetes, their carers and families, health care professionals, general public, volunteers and voluntary sector organisations, NHS and Public Health organisations, fundraisers and funding organisations, venue conference organisers, community groups and the media.

## OVERALL PURPOSE OF THE JOB.

To support the Regional Head for London, the regional volunteering team and the Improving Care Manager to ensure the effective continuous and smooth running of the work of the London Region with its day-to-day operations and related external and internal services.

## **MAIN DUTIES AND RESPONSIBILITIES:**

### **General**

- Ensure that the office administrative systems are run efficiently, providing full administrative services including attending administrator's meetings.
- Provide basic IT and financial support within the Regional Office including compiling of audits and liaising with IT/finance in Central Office.
- Provide information, support services and adequate responses to people enquiring to Diabetes UK London Region being the first point of contact, with telephone enquiries, e-mail enquiries, letters and any personal callers to the office.
- Assist in developing and maintaining relationships with Local Volunteer Groups, individual volunteers, Healthcare Professionals, Voluntary organisations and others within the region.
- Coordinate and provide 1-1 management of general office Volunteers.
- Organise monthly team meetings, attend these and take minutes.
- Ensure that the London Region website is kept up to date.
- Ensure that the office is open 9am-5pm, coordinating with staff to ensure adequate staff cover.

### **Events**

- Assist the Regional Head and other regional staff to implement various projects to raise awareness of diabetes and Diabetes UK in the region. This may include giving presentations, staffing stands, attending planning meetings for internal and external events and attending meetings on behalf of the Regional Team.
- Work cooperatively with the Regional Fundraising Team in handling fundraising enquiries, common administration and partnership working.
- Work with the Regional Head and Improving Care Manager with any follow up and administration concerned with NHS engagement and campaigning as well as assisting in organising and delivering events for this purpose.
- Work with the regional volunteering team to coordinate events requested by external organisations, including the ordering of materials, finding volunteers and undertaking post event evaluation.
- Work with the regional volunteering team to plan and deliver the Volunteers' Conference, Networking events and training events.
- Responsible for the planning and delivery of a number of events delivered by the in the London regional team, including full venue and delegate management, promotion, delivery, and evaluation – in particular the Renal Conference.
- Support the team to improve engagement and outcomes of BAME events as set out in the London Regional plan.
- Assist with support of any projects in the London Region.

## Other

- Any other duties commensurate with the role that may be reasonably required.
- Be able to support occasional weekend and evening events.
- Be able to attend occasional meetings outside of London.

## PERSON SPECIFICATION:

### The best person for this job will have the following skills:

- Able to prioritise and manage a varied workload efficiently
- Ability to work in a small team to help deliver activities and projects
- Excellent customer services skills with the ability to communicate with a range of different audiences.
- Able to work flexible hours – evenings and occasional weekends.

### The best person for this job will have the following experience and qualifications:

- Working as part of a team to achieve shared objectives
- Using IT packages including Word, Excel, and PowerPoint.
- Using organisational databases.
- Supporting the delivery of a range of different projects, within a busy team.
- Organising events from finding venues to delivery
- Working with volunteers

### The best person for this job will be:

- Highly organised
- Customer service focussed
- An excellent communicator with strong interpersonal skills
- Able to build strong relationships with volunteers and colleagues across the organisation
- Friendly and approachable with the ability to adapt to different groups of people
- Able to use analytical and numeric skills with strong attention to detail.
- Willing to work some weekends and evenings