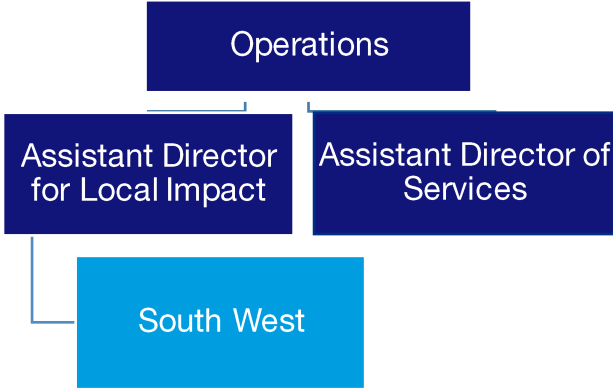



<p>Job Title Volunteering & Outreach Manager – South West</p>	<p>Directorate and team This role sits in the South West in Operations</p>
<p>Key focus of the role The Volunteering & Outreach Manager is responsible for developing, managing and leading our work with volunteers, community assets and stakeholders across the south west.</p>	
<p>Key deliverables</p> <ul style="list-style-type: none"> ▪ To ensure there is a meaningful plan for volunteer services that supports the Diabetes UK strategy and is supported by robust systems and processes. ▪ To support a network of groups, communities, volunteers and services working in support of our organisational strategy. ▪ To develop and deliver support and engagement offers which respond to ongoing, new and emerging needs for a wide range of people ▪ To develop partnerships with a range of organisations and communities which support us in reaching and engaging with a broader community of people. ▪ In partnership with other South West staff (Improving Care Manager, Engaging Communities Officer, Regional Head), facilitate and enable the involvement of people affected by diabetes in co-production relating to our work and that of health providers. 	 <pre> graph TD Operations[Operations] --> ADLI[Assistant Director for Local Impact] Operations --> ADS[Assistant Director of Services] ADLI --> SouthWest[South West] SouthWest --> VOM[Volunteering & Outreach Manager] VOM --> VSO[Volunteer Support Officer] </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> ▪ Contract type: Permanent ▪ Hours: 35 per week ▪ Pay range Band: 5 	
<p>Key working relationships internal Regional and central operations staff, regional/national volunteering colleagues; regional fundraising staff; finance team.</p>	<p>Job and reporting Line</p>  <pre> graph TD RH[Regional Head] --> VOM[Volunteering & Outreach Manager] RH --> ICM[Improving Care Manager] RH --> ECO[Engaging Communities Officer] RH --> CO[Communications Officer] RH --> RSO[Regional Support Officer] VOM --> VSO[Volunteer Support Officer] </pre>

Key working relationships external

People living with or affected by diabetes, volunteers, general public, other local agencies across statutory and voluntary sector and commercial and community organisations, health care professionals, community organisations.

All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework**. We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

Key activities – What you need to do

Managing & Developing Others	Communicating with Others	Making Change Happen	Building External relationships
<ol style="list-style-type: none"> 1. Provide effective line management to the Volunteer Support Officer ensuring that staff are supported and developed, and there are robust processes in place for the governance of all volunteering, support and outreach work. 2. Develop and oversee the delivery of support and training to local and community groups enabling them to develop and be sustainable, overseeing the governance process, ensuring they operate within the agreed frameworks and addressing compliance issues where these occur. 3. Work closely with the Engaging Communities officer, providing strategic guidance and ensuring collaborative working within the outreach aspects of the role. 4. Work closely with the Improving Care Manager to 	<ol style="list-style-type: none"> 6. Provide support and advice to the South West team around volunteering, helping them to identify new volunteering opportunities in support of the South West plan. 7. Ensure all policies relating to volunteering, peer support and outreach are communicated, understood and adhered to by all. 8. Work closely with colleagues across Diabetes UK to ensure that people living with diabetes can access up to date, trusted advice, information and support regardless of where they live. 9. Provide leadership in the development and delivery of a programme of online and face-to-face support, including structured and informal peer support, awareness-raising activities for people living with and affected by diabetes and outreach in support of the South West Plan. 10. Provide leadership to our groups, communities and volunteers, 	<ol style="list-style-type: none"> 11. Work closely with colleagues in the South West team so that volunteer, support and outreach activities are integrated in all aspects of the South West plan with effective links particularly to Improving Care, Engaging Communities as well as Communications. 12. Ensure that there is a range of volunteer roles, with varying levels of commitment and skills requirement, available which will inspire and motivate a diverse range of volunteers to help us deliver our strategy. 13. Ensure groups, communities and volunteers remain engaged, connected, motivated and inspired to support the delivery of our strategy. 	<ol style="list-style-type: none"> 14. Develop and oversee partnerships with organisations and communities which support the delivery of our plan to reach and engage with a diverse range of people living with diabetes. 15. Develop and maintain excellent relationships with a range of researchers at Exeter and Bristol universities

<p>develop and deliver a sustainable model for the meaningful involvement of people affected by diabetes in co-production of regional Diabetes UK work and local health providers decision-making.</p> <p>5. Provide cover for the Regional Head when absent or at key meetings as requested. Manage the regional team and be main point of contact for other colleagues in absence of Regional Head.</p>	<p>supporting them to deliver activities in support of our strategy within their local areas.</p>		
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Skills, knowledge and behaviours – How you need to do it

Managing & Developing Others	Communicating with Others	Making Change Happen	Building External Relationships
<ol style="list-style-type: none"> 1. Experience of managing staff and volunteers effectively including recruitment, selection, support and performance management, and modelling a culture of transparency, accountability, learning and excellence. 2. Providing positive leadership, remaining calm under pressure and balancing conflicting priorities to deliver agreed outcomes. 3. Understanding of policies and procedures concerning children and vulnerable adults and support others which, as Safeguarding Lead, will promote a safeguarding ethos and support colleagues to understand their roles and responsibilities. 4. Experience of managing a larger team and engaging effectively at a strategic level and with senior staff. 	<ol style="list-style-type: none"> 5. Excellent interpersonal, stakeholder management and communications skills. 6. Experience and ability to use a broad range of digital tools effectively to confidently deliver activities and engage a diverse range of audiences online. 7. Experience of building effective relationships with a wide range of internal and external audiences, which will motivate others to help us deliver the South West Plan. 8. Ability to analyse, interpret and communicate complex information in a simple way to a range of audiences. 9. Work in a team environment with minimal supervision and the proven ability to build good relationships across an organisation. 	<ol style="list-style-type: none"> 10. Knowledge of approaches to monitoring and evaluation, delivering outcomes and measuring impact. 11. Excellent IT skills across all Microsoft Office packages, and CRM/data management, Volunteer management systems to drive learning, improve understanding and practice, and deliver better outcomes. 12. Experience of engaging service users, or people with lived experience, meaningfully in co-production. 13. Experience of project/programme development and management which will develop our reputation as a trusted source of information, advice and support. 14. Experience of managing, delivering and evaluating events and activities face-to-face and online. 	<ol style="list-style-type: none"> 15. Experience of working collaboratively with external groups and organisations which can be transferred to understand, reach and engage with diverse groups of people affected by diabetes. 16. Experience of working in a leadership role within a voluntary or community sector organisation and working across teams, organisations and functions. 17. Knowledge and experience of facilitating, developing and delivering training to a range of audiences, including colleagues, volunteers, healthcare professionals. 18. Comprehensive understanding of the organisations that support people with long term conditions (health and social care services, voluntary and community-based organisations).

Qualifications – Qualifications you need to carry out this role

- Recent experience at a level that has required you to work in a comparable role demonstrating the identified skills, knowledge and behaviours
- Willing to work flexibly and outside of normal office hours and weekends
- Travel using your own car across the south west and wider UK (desirable)