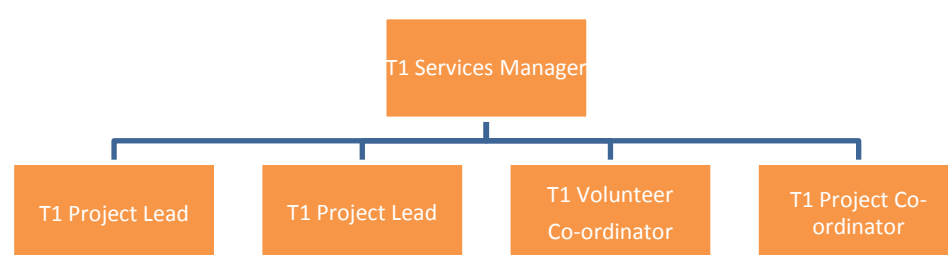


TYPE 1 SERVICES MANAGER

DIRECTORATE:	Operations
SECTION:	Events team
REPORTING TO:	Assistant Director of Services
CONTRACT:	Permanent – Band 4



WORKING RELATIONSHIPS:

Inside Diabetes UK
Events team, Regional Heads/National Directors, Volunteer Development Managers, Marketing and Digital teams, fundraising teams, care advisors, healthcare professional engagement team, finance team
Outside Diabetes UK
Volunteers, venue suppliers, subcontractors and event participants

Under the Safeguarding Vulnerable Groups Act 2006, as amended in particular by the Protection of Freedoms Act 2012 this post is subject to pre-employment criminal records checks through the Disclosure and Barring Scheme (DBS), Disclosure Scotland, Access NI

OVERALL PURPOSE OF THE JOB

Lead an innovative service team and oversee the annual programme of events and activities to support people living with Type 1 Diabetes - including children, young people, families and adults. Manage services efficiently, effectively and economically, and in line with best practice and adhering to legislative requirements [data protection, safeguarding and health and safety]. Based on insight and feedback, develop and continuously improve the T1 service offer and help develop any new services.

The role will line manage the Type 1 Projects Leads, T1 Project Coordinator and Volunteer Co-ordinator. The Manager also acts as Designated Safeguarding Person for the charity as required.

MAIN DUTIES AND RESPONSIBILITIES:

- Remain current on emerging policy and best practice relating to service provision for children and young people, and translate this into operational practice.
- Manage a programme of events and activities across the UK to provide information and support to a range of Type 1 audiences.
- Oversee, with support from the Clinical Team and external advisors, the content of the events, ensuring it is high-quality, in line with Diabetes UK's advice and policies and that it meets the needs of the various event participants.
- Collaborate with and oversee the work of the T1 Project Leads to ensure that each event is successfully planned and delivered according to a high standard and in line with all event procedures.
- Oversee the 'volunteer journey' for all volunteers on the events, ensuring they have a positive volunteering experience and that they are managed in line with charity-wide standards.
- Oversee the 'participant journey' for all participants on the events, ensuring they achieve the outcomes specified for the event and receive excellent customer service.
- Directly organise and deliver Events/Activities when required
- Work and liaise with the Regional Heads/National Directors based in Regional and National offices to develop Type1 events in their areas.
- Act as a point of contact for safeguarding concerns as and when they arise.
- Act as Compliance Lead for the Type 1 Events team with responsibility for Risk Assessments, Health and Safety and Data Protection.
- Manage the overall Type 1 Events Budget
- Work closely with the Type1 Programme team to strategically develop the Diabetes UK offer for people living with and affected by Type 1 diabetes.
- Continually review the Type 1 events and activities programme against agreed operational delivery plan plus participant and volunteer feedback.
- Assessing service data and trends to shape on going service development
- Produce impactful reports to show the impact the service is having
- Collaborate with teams and internal stakeholders across the charity developing excellent relationships.
- Develop and support staff effectively through one to one meetings and personal development plans
- Create a dynamic environment for the team to develop, and be high performing

PERSON SPECIFICATION:

The best person for this job will be able to:

- Lead the management and delivery of a programme of services and/or events for children, young people, and adults
- Inform and shape ongoing service development based on insight and feedback
- Build respectful and effective relationships with internal colleagues and volunteers who lead our events on behalf of Diabetes UK

- Support and develop staff and lead a high performing team
- Manage a busy workload with many competing deadlines while remaining calm and focussed
- Provide an excellent level of customer service to these volunteers, event participants and all other stakeholders
- Demonstrate excellent written and oral communication skills with the ability to interact effectively with a wide range of people

The best person for this job will have experience in:

- Service delivery management experience
- Execution of services and/or event for children, young people and families
- Developing and managing a volunteer base
- Assessing service data and trends to shape on going service development
- Working with contractors and venues
- Producing impactful reports to demonstrate the difference we make to peoples lives
- Effectively produce and manage a budget from £150k plus

The best person for this job will be:

- Educated to degree level or equivalent work experience
- Highly organised and efficient with strong organisational skills and excellent attention to detail
- Solution focussed. self-motivated and adaptable
- Fully competent in Microsoft Office, including Word, Excel and PowerPoint
- Be available for occasional out of hours and weekend working (5-10 weekends per year)