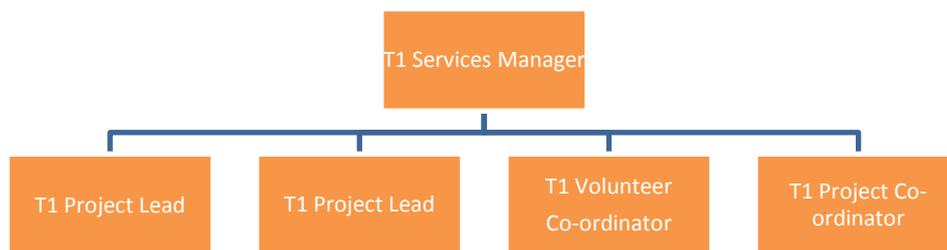


**TYPE 1 SERVICES MANAGER**

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



**WORKING RELATIONSHIPS:**

<b>Inside Diabetes UK</b>
Events team, Regional Heads/National Directors, Volunteer Development Managers, Marketing and Digital teams, fundraising teams, care advisors, healthcare professional engagement team, finance team
<b>Outside Diabetes UK</b>
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)