

Business Support Officer

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| DIRECTORATE: | Policy, Campaigns and Improvement |
| SECTION: | Engaging Communities Team |
| REPORTING TO: | Projects Officer – Community Champions |
| CONTRACT: | Fixed Term - 6 months |

WORKING RELATIONSHIPS:

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| **Inside Diabetes UK** |
| Improvement Support and Innovation Teams, Regional Teams, Engagement and Fundraising, Corporate Services, Community Champions volunteers |
| **Outside Diabetes UK** |
| People living with and at risk of diabetes and local partners: Clinical Commissioning Groups, Public Health Departments, University staff, Voluntary and Community sector, faith groups  |

# OVERALL PURPOSE OF THE JOB

Diabetes is the most potentially devastating – and fastest growing – health crisis of our time, requiring ongoing high-quality care and support. There are currently 4.5 million people in the UK living with diabetes, and 11.9 million more at increased risk of getting Type 2 diabetes.

Diabetes UK has a commitment to improving the health of people from black and minority ethnic (BAME) communities with or at risk of diabetes. We are currently delivering ambitious plans to reach more people through our Community Champions programmes. Community Champions are volunteers from communities who provide information and support on diabetes management and risk. The programmes are delivered in partnership with local NHS and local authorities.

This role support will provide high quality business and administrative support to the Engaging Communities team. The post holder will help the team with the practical aspects of running the Community Champions programme, help us monitor progress and be the first point of contact. You will be highly organised with experience of administrative systems and a basic grasp of managing data. You will be a confident communicator, in person and in writing, and able to engage people from a wide range of backgrounds.

**MAIN DUTIES AND RESPONSIBILITIES:**

* Provide administrative support to our Community Champion programmes, including communications, social media and regular updating of programme materials.
* Support the organisation and delivery of meetings, training and engagement events, to include making room bookings, raising purchase orders, preparing and circulating agendas and taking minutes as required.
* Manage, track and process volunteer travel expenses and material order requests.
* Manage the Community Champions inbox and telephone line.
* Develop a good understanding of the Community Champions programme and be able to answer routine enquiries regarding this role with current and prospective volunteers as well as general enquiries about the programme, both internal and external to the organisation.
* Writing clear information/instructions to a wide range of people.
* Maintain the Community Champion volunteer database and ensuring that records are added and updated regularly.
* Maintain the Community Champion event monitoring forms to ensure effective outreach and engagement activities.
* Handle significant quantities of confidential and sensitive information, always ensuring that the appropriate degree of confidentiality and data protection.
* Run regular reports of Community Champion activities to support monthly KPI reporting.
* Act as a resource for the Engaging Communities team in collecting appropriate information in response to specific enquiries.
* Assist in cataloguing and maintaining relevant documents for commissioned programmes.
* Understand and commit to Diabetes UK’s equal opportunities policy.
* Any other duties that may be reasonably required.

**PERSON SPECIFICATION:**

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| **The best person for this job will be able to:** |
| * **Communicate confidently (verbal and written communication) with volunteers, internal colleagues, external partners and clients, and the general public.**
* **Demonstrate strong customer service skills.**
* **Present and explain processes and information in an easily understandable format.**
* **Demonstrate good IT skills, including website and social media management.**
* **Prioritise and manage a varied workload efficiently.**
* **Demonstrate understanding of confidentiality and data protection.**
* **Work collaboratively across the team**
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| **The best person for this job will have experience in:** |
| * **Business and administrative support**
* **Microsoft packages; Excel, Word and PowerPoint**
* **Organising the work of a busy and dispersed team**
* **Managing basic reporting data**
* **Working with a wide variety of people, from different backgrounds, cultures, ages, etc.**
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| **The best person for this job will be:** |
| * **Self-motivated and able to manage their own workload**
* **Able to multi-task and work to deadlines when required**
* **Flexible, professional and have a friendly approach to work**
* **Interested in helping to improve the lives of people living with and affected by diabetes**
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