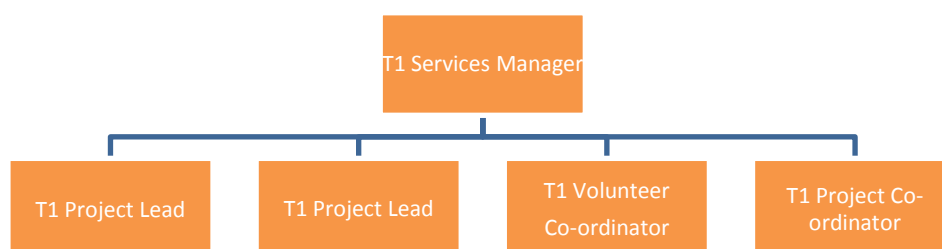


## Type 1 Project Lead

<b>DIRECTORATE:</b>	Operations
<b>SECTION:</b>	T1 Services team
<b>REPORTING TO:</b>	T1 Services Manager
<b>CONTRACT:</b>	Permanent, Full-time



## 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

To be responsible for the planning and delivery of Type 1 events to support children, young people and families living with Type 1 diabetes. Through working closely with and supporting the T1 Service Team, this role will deliver a portfolio of high quality and impactful events/activities and making a difference to lives of people living or affected by diabetes. The role will focus on the building of warm and effective relationships with volunteers who help deliver the event programme onsite and ensuring that the plans and resources

required for the event are in place. The post holder will be responsible for working cross-organisationally to co-ordinate input/effort.

The role requires close co-operation with other members of the Type 1 Service team.

## **MAIN DUTIES AND RESPONSIBILITIES:**

- Ensure that each event you are responsible for is planned and delivered according to a high standard and in line with all event procedures, including the safeguarding of children and vulnerable adults.
- Research and visit prospective venues for events and ensure they meet all the established venue criteria.
- Work with the Lead Volunteer, and the senior healthcare professionals (HCPs) and general volunteers you assign to your events, in the planning and delivery of each event.
- Liaise with the Clinical Lead and the HCP volunteers as appropriate to ensure that the health needs of all children attending your events are fully understood and that adequate arrangements are in place to care for them.
- Ensure that all volunteers working on your events undergo the agreed 'volunteer journey' and have a positive experience of the event and are fully supported.
- Undertake the day-to-day management of the budget for your specific events.
- Work proactively and collaboratively with Nations and Regions (N&R) so that they feel part of the events and their local advice and experience is capitalised on.
- Work collaboratively with the N&Rs to drive promotion of each of your events. This will involve working with local teams to ensure liaison with the local diabetes team, use of volunteer and parent networks etc.
- Help to implement the volunteer recruitment plan and attend medical conferences as required in order to encourage HCPs to sign up.
- Attend new volunteer recruitment days and interview prospective volunteers.
- Assist in liaising with the families and the parents of the children applying for and attending your events, ensuring they receive excellent customer service.
- Carry out a risk assessment for each event that you manage and ensure that all systems and procedures are followed in the planning and delivery of your events. This includes ensuring you have the correct ratios of children to HCP volunteers and general volunteers.
- Following each event log and report on compliance related issues so reports can be produced and analysed by the T1 Services Manager.
- Assist with the general promotion of Type 1 events including ensuring the website is kept up to date.
- Encourage all participants to complete the evaluation form after an event and produce a report on the results. Assist with evaluation and reporting across the entire programme of events.
- Be available to work evenings and weekends as required including two weeks of the year where you will be working away from home all week.
- Be a team player and provide support to other members of the team as required.

## PERSON SPECIFICATION:

The best person for this job will be able to:

- Build respectful and effective relationships with volunteers who lead our events on behalf of Diabetes UK
- 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
- Work as an effective team member, showing flexibility and a willingness to collaborate with others to get the job done

The best person for this job will have experience in:

- Event management and/or service delivery and activity based co-ordination
- Execution of events or services for children
- Managing and/or working with volunteers
- Working with contractors and venues
- Developing promotional marketing and event information materials, both print and digital

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)