



Assistant Director of Services

March 2021

Dear Candidate

Thank you very much for taking the time to consider the role of Assistant Director of Services at Diabetes UK. With almost 5 million people across the UK having diabetes and with over 500 premature deaths a week due to the condition, and at a time when diabetes has been shown to be a key risk leading to serious cases of COVID-19, then your leadership in this role will make a vital difference to peoples' lives.

I've prepared a short-subtitled vlog on how I see the role of Assistant Director of Services, please follow the link below. You will also find more detail about the role within the job description in this pack.

[Click here to find out more about the Assistant Director of Services role](#)

If you would like to apply for the Assistant Director of Services role at Diabetes UK please visit our careers page, where you will need to complete an online application form and provide your career history. All our applications are anonymised when shortlisting for interviews.

Please find detail of the recruitment timeline, as well as information on the job location and salary, below:

Application Closing Date: Sunday 21 March 2021 (midnight)

Shortlisting: Week commencing 22 March 2021

First Stage Interviews: Week commencing 29 March 2021

Location: This role is advertised as flexible and your contractual location will be agreed at interview. This role will require regular travel to London Wells Lawrence House Office

Salary: This will depend on your skills and experience and where you will be contractually based. Please see our salary ranges below:

- £59,535 - £66,150 if you are contractually based in London Wells Lawrence House Office or South East Office, Epsom
- £56,417 - £63,032 if you are homebased or based in a regional or national office.

I look forward to reading your applications and meeting you at interview, if successfully shortlisted. Thank you very much for your interest in the role.

Kind regards



Colette Marshall
Director of Operations

Introduction to Diabetes UK

Diabetes is the most devastating and fastest growing health crisis of our time. There are currently more than 3.9 million people in the UK diagnosed with diabetes, and just under 1 million more with undiagnosed type 2.

We are working to make sure that those affected by diabetes get the best care and support they need to live well with their condition and avoid life-changing complications. We're leading the way by funding critical research, improving healthcare and treatment so we can reach our vision of a world where diabetes can do no harm.

Diabetes UK staff are motivated and experienced and extremely passionate about helping people affected by diabetes. We have been fighting for people with diabetes for more than 80 years and changed millions of lives thanks to the new treatments, technology and policy changes we've been behind.

But there's more to do. And you can be part of it. We're a diverse bunch and as a charity we recognise and respect the value of everyone.

We've recently been awarded a One Star Accreditation status by Best Companies. And this year we were named 65th in the top 100 not-for-profit organisations in the Sunday Times Best Companies to Work For list. We're committed to safeguarding and promoting the welfare of children, young people and adults at risk and expect all staff and volunteers to actively support this commitment.

We have a vision of a world where diabetes can do no harm. If you'd like to be part of that, why not join us?

To find out more about Diabetes UK strategy please click the following link:

[Click here to read more about our organisational strategy](#)

About the Services team

Our Services Teams help and support people to live well with diabetes. With a determined vision to transform lives we tackle the problems and challenges that people can sometimes face through providing a range of services that offer hope and solutions.

We provide practical support through our Customer Care Centre, our Helpline, the Online Forum, our tailored events and support for children and families with type 1 diabetes, our programme on physical activity and through our digital Learning Zone. We co-ordinate the work we do for people with type 1 diabetes and we also run the major diabetes professional and academic conference in the UK.

A summary of the role

As Assistant Director of Services you will play a pivotal role in the leadership and growth of our services and support for people with diabetes, ensuring continued operational excellence. You will ensure that our services are aligned to our strategic goals, are suitably scaled to meet required need, and will build strong external partnerships to ensure reach is achieved, and that more beneficiaries are supported. You will build, lead and develop a high performing team. You will also play a key charity wide strategic leadership role as the co-lead for our Outcome Living Well.

To be considered, you must be a leader who can build on the strengths of a great team, who is passionate about delivering high quality support services on a UK wide scale. You must have demonstrable experience of developing operational excellence and of working with people affected by health inequalities to inform service delivery. You must have experience in leading innovations, and implementing new service models within the strategic development of a portfolio of services. Your skills in shaping and leading the strategic thinking and direction of programmes of work will benefit our Outcome Living Well.

Our Benefits

- Generous annual leave starting at 25 days plus bank holidays
- Generous pension provision, life assurance and permanent health insurance
- A Cash Healthcare Plan (giving you up to £1,600 towards a range of out of pocket health expenses like new glasses, dentist, chiropractor or osteopath appointments)
- Discounts on gym membership
- Employee assistance programme to give you support on any issues that come up in life
- Annual Season ticket loan (after successful completion of your probation period and for contracts that are permanent or over 12 months if fixed term)
- Cycle to work scheme (after successful completion of your probation period and for contracts that are permanent or over 12 months if fixed term)
- Very active social scene including sport teams, gardening and other activities

<div><div>Job Title</div><div>Assistant Director - Services</div></div>	
<div><div>Key focus of the role</div><div>You will provide strategic direction to our services teams which provide an entry point to the charity and, also, run the major diabetes professional and academic conference in the UK. You will co-lead one of five strategic charity Outcomes. And in a rapidly changing world you'll support these teams to make the most of emerging opportunities to respond to the need of people with diabetes.</div></div>	
<div><div>Key deliverables</div><div><ul style="list-style-type: none">Lead operational excellence across our services and grow our support to meet the scale of the needPlay a key leadership role in the Operations directorate, building strong external partnerships and supporting cross charity projectsCo-lead a Strategic Outcome across the charity to deliver the commitments we've made to people living with diabetes</div></div>	
<div><div>Contractual information</div><div><ul style="list-style-type: none">Contract type: PermanentHours: 35 hours a weekPay range: Band: 2</div></div>	
<div><div>Key working relationships internal</div><div>Trustees, Executive Team, Assistant Directors, Heads of Team across the charity, Outcome Programme Managers, Volunteers</div></div>	
<div><div>Key working relationships external</div><div>Service users, people living with diabetes, senior diabetes specialist health care professionals, other leading charities, key funding partners and other external strategic partners contributing resources or expertise.</div></div>	

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

Setting and delivering strategy and objectives	Managing and developing others	Improving delivery	Making change happen
<ol style="list-style-type: none"> 1. Co-lead the Living Well outcome and outcome steering group, ensuring that the thinking and analysis that informs this strategic area and its delivery are high quality 2. Ensure programmes and services have the appropriate scale and reach in line with the strategy and given the size of the crisis in diabetes, and especially reach those with the greatest risk of complications and dealing with greatest inequalities 	<ol style="list-style-type: none"> 3. Lead, coach and develop a high performing services management team that has a clear sense of purpose, responds quickly to the external environment and make the most of new ideas, best practice and opportunities to innovate 4. Lead by example and ensure all services teams demonstrate best practice in keeping safe, legal and healthy and applying sound risk, budget and project management practices 5. Build productive relationships at all levels within Diabetes UK so that the work of the services teams is integrated across the charity and services teams actively support other teams 	<ol style="list-style-type: none"> 6. Lead a culture of functional excellence, using your experience of a wide range of services models, so that our methods and delivery standards are cutting edge, provide great service and measurable impact and are led by insights from people with diabetes 7. Build innovative external partnerships to help us extend our reach, service and impact and identify new opportunities to market our services and, with our fundraising colleagues, to resource them 	<ol style="list-style-type: none"> 8. Grow and develop key cross charity assets: our leading professional, academic conference, our work with people with type 1 diabetes and our Customer Care Centre 9. Work collaboratively with directors and assistant directors to deliver the charity's strategy

Skills, knowledge and behaviours – How you need to do it

Managing and developing self	Managing and developing others	Improving delivery	Making change happen
<ol style="list-style-type: none"> 1. Think strategically, developing and evolving a portfolio of services, and developing and evolving the strategic Outcome to have the greatest impact 2. Demonstrate strong personal organisational skills and drive to get things done 3. Work in a way that shows a passion and commitment for ensuring the safety of children and adults at risk and demonstrate experience of managing compliance and risk to ensure services are delivered in a way that is safe, healthy and legal 4. Analyse situations thoroughly and creatively, demonstrating a wide range of thinking and good judgement with the ability to help teams in decision making 	<ol style="list-style-type: none"> 5. Develop others so that they grow and thrive, and develop teams so that they have a high level of participation and commitment to shared goals 6. Be a strong team player and lead effectively in matrix management structures to achieve change collaboratively 7. Demonstrate experience of working in communities experiencing inequalities and confidently work with vulnerable people and those with complex needs as well as with the general public 	<ol style="list-style-type: none"> 8. Demonstrate experience of leading high performing services that have excellent operational practices with the right expertise, capabilities and processes in place, and with a keen eye on the delivery of results 9. Focus on longer term delivery, innovation and impact, looking ahead and evolving capabilities, services and programmes to meet the needs of the strategy for services as well as for the Outcome 10. Demonstrate experience of leading customer service teams and, digital services (desirable), events (desirable) 	<ol style="list-style-type: none"> 11. Bring external viewpoints, stakeholder views and best practice to develop our work 12. Influence others to get things done and inform decisions being made elsewhere, internally and externally including in complex projects 13. Demonstrate an approach to service provision that builds on the strengths and assets of the people and communities who come to us
Qualifications – Qualifications you need to carry out this role			
Evidence of safeguarding training (essential)			