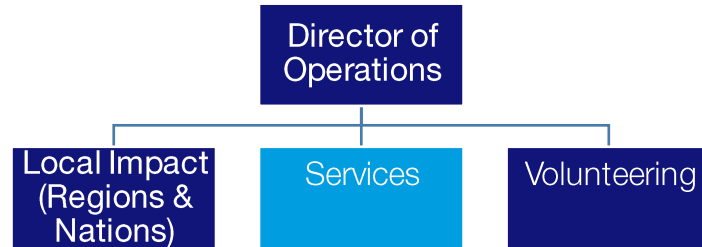



<p>Job Title Head of Services</p>	<p>Directorate and team This role sits in the Services department in the Operations Directorate Department</p>
<p>Key focus of the role You will provide operational leadership and support to our services team. The team provide a range of online and face to face services for people with diabetes. This includes a range of digital and face to face events and conferences as well as the UK's leading diabetes professional and academic conference. You will work across the team to support new service developments, with a focus on new digital services, and building a portfolio of support around people living with and supporting those with diabetes.</p>	 <pre> graph TD DO[Director of Operations] --> LI[Local Impact (Regions & Nations)] DO --> S[Services] DO --> V[Volunteering] style S fill:#4682B4,color:#fff </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> Lead our events and new growth areas of our services portfolio in line with our strategic outcomes. Grow and develop the capabilities of the whole of the services in monitoring and evaluation, in co-creation and engagement with people with diabetes Support new creative service developments, continuous improvement and operational excellence across the team Lead the evolution of our digital services portfolio across the team acting as a digital change agent 	<p>Job and reporting Line</p>  <pre> graph TD AD[Assistant Director (Services)] --> LZ[Learning Zone] AD --> HS[Head of Services] AD --> CCC[Customer Care Centre] HS --> SCM[Senior Conference Manager] HS --> CCM[Commercial Conference Manager] HS --> KRO[Know Your Risk, Product Owner] HS --> T1L[Type 1 Lead] T1L --> T1ETL[Type 1 Events Team Lead] T1L --> PAM[Physical Activity Programme Manager] style HS fill:#4682B4,color:#fff </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> Contract type: Permanent Hours: 35 hours a week Pay range: Band: 3 	
<p>Key working relationships internal Assistant Directors, Heads of Team across the charity, Outcome Steering Groups, Outcome Programme Managers, Volunteers</p> <p>Key working relationships external Service users, people living with diabetes, key funding partners and other external partners contributing resources or expertise, other Service Heads and experts involved in digital innovation for social benefit</p>	

All jobs at Diabetes UK are based on our competency framework called the **What-How Framework**. In the following sections we've listed:

- the key activities you'll undertake **(the What)** and
- the skills, knowledge, experience and behaviours you need to be successful in this role **(the How)**.

When applying, focus on the bullet points that are **bold** and marked with **(S)** only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

Setting & Delivering Strategy and Objectives	Managing Resources	Improving delivery	Making change happen
<ol style="list-style-type: none"> 1. Create a clear set of objectives for each service area within the team, building a shared strategic purpose in the team. (S) 2. Identify and manage the relationship links between the team and strategy outcome groups. 3. Engage strategically with key teams across Diabetes UK to identify opportunities for collaboration, manage conflict, and maximise our impact. 4. Input into strategic direction and play a key role in the Operations Leadership Team. 	<ol style="list-style-type: none"> 5. Apply sound risk, budget and project management practices and work closely with fundraising colleagues to support partnership development and to ensure we deliver our commitments (S) 6. Provide guidance and support to members of the team in delivering objectives linked to strategic outcomes. 	<ol style="list-style-type: none"> 7. Further embed a culture of functional excellence so that our methods and delivery standards are cutting edge, creative, provide great service and measurable impact with clear theories of change and are led by insights from people with diabetes (S) 8. Ensure robust monitoring and evaluations processes exist and are developed across the whole services portfolio in alignment with Strategic Outcomes so that services have clarity of impact and have the processes for continuous improvement and quality assurance 	<ol style="list-style-type: none"> 9. Take the lead on supporting teams to thrive through change and build key capabilities across services, especially digital service delivery, customer focus and engagement, events management and business modelling as we evolve our work to respond to external changes and to the ambition of our outcomes (S) 10. Take the lead in considering the evolution of our digital service portfolio and how they inter-relate and how users engage and journey easily between them (S)

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

When applying, focus on the bullet points that are **bold** and marked with (S) only. We will use these elements for shortlisting purposes.

Setting & Delivering Strategy and Objectives	Managing and developing self	Managing and developing others	Improving delivery
<p>1. Evidence of strong strategic thinking to make change happen; strong ability to plan, deliver and measure impact (S)</p> <p>2. Demonstrate strong personal organisational skills and drive to get things done</p> <p>3. Demonstrate strong leadership and building and sustaining high performing teams (S)</p>	<p>4. 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 teams to embed ways of working so that services are delivered in a way that is safe, healthy and legal</p> <p>5. Be a strong team player and work effectively across teams to achieve change collaboratively</p>	<p>6. Use a coaching management style to lead and develop our high performing service managers so that they grow and thrive and can respond quickly to the external environment and make the most of new ideas, best practice and opportunities to innovate</p> <p>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 (S)</p> <p>8. Demonstrate an approach to service provision that builds on the strengths and assets of the people and communities who come to us</p>	<p>9. Demonstrate experience of leading high performing services that have excellent operational practices with the right expertise, capabilities and processes in place</p> <p>10. Use your skills in the engagement and consultation of people who use services to co-create, shape and drive our services and with our Type 1 lead make coherent the work we do for people with type 1 diabetes across the charity</p> <p>11. Use your experience of leading digital services and digital and face to face events to evolve these areas of our service provision (S)</p>

Qualifications – Qualifications you need to carry out this role

N/A

