

**Job Title – Commercial Senior Service Manager (Maternity Cover)**

<b>DIRECTORATE:</b>	Operations
<b>TEAM:</b>	Services
<b>REPORTING TO:</b>	Assistant Director (Services)
<b>CONTRACT:</b>	Maternity cover – 2 or 3 days per week until May 2020 and thereafter 2 days per week. One year FTC commencing March 2020. Band 4



**WORKING RELATIONSHIPS:**

<b>Inside Diabetes UK</b>
Partnership and Philanthropy Team, Regional Heads/National Directors, Marketing teams, fundraising teams, healthcare professional engagement team and finance team.
<b>Outside Diabetes UK</b>
Corporates, Pharma subcontractors, medical and health related companies and charities.

**OVERALL PURPOSE OF THE JOB**

The role will work collaboratively at a strategic level with the Assistant Director (Services) and Senior Conference Manager to drive business development opportunities, increase profile, reach and income/sales.

## **MAIN DUTIES AND RESPONSIBILITIES:**

1. To have overall responsibility for Diabetes UK's revenue derived from DUKPC's sponsors and exhibitors, and to maximise the value for Diabetes UK from all contra and partnership agreements at DUKPC.
2. Work with and support the Assistant Director (Services) and the DUKPC Senior Conference Manager on the strategic development of DUKPC.
3. To support Diabetes UK in the development of all commercial opportunities around DUKPC, key Regional conferences and speciality conferences. Onsite at DUKPC to be the senior manager responsible for the Exhibition zone.
4. Work with the Philanthropy and Partnership Team to ensure synergy in activities and to maximise sponsorship opportunities for Diabetes UK overall. And play an active role and contribute to maximising income. Align plans and priorities with the Head of Major Supporters, Engagement and Fundraising, maintaining excellent communication and co-working.
5. Supporting innovations in services as needed through commercial and business acumen.
6. Ensure that all activities under this remit are delivered professionally and are executed to an excellent standard according to Diabetes UK's expectations and in line with Diabetes UK values.
7. Be a team player and provide support to other members of the team as required.

## **PERSON SPECIFICATION:**

### **The best person for this job will have the following skills:**

- Develop long term relationship and partnerships to exploit income generation opportunities
- Explore innovative ways, with existing and new companies, to develop and strengthen long-term relationships to maximise income and potential, working effectively with internal teams to align work and cross-organisational priorities
- Drive strategy for business and commercial advantage whilst being sensitive to the charity needs and underpinned by DUK charity values
- Build respectful and effective relationships with internal colleagues
- High performing, self-starter and self-motivated and results focused
- Manage a busy workload with many competing deadlines while remaining calm and focussed
- Provide an excellent level of customer service to these customers and 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 the following experience and qualifications:**

- Commercial sponsorship delivery manager
- Track record in sales and within a medical environment and the conference industry
- Excellent interpersonal and networking skills
- Demonstrable commercial acumen
- Experience of working with pharmaceutical industry and working within the regulatory and compliance environment
- Strong collaboration and communication skills with stakeholders internally and externally.
- 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 people's lives

The best person for this job will be:

- Educated to degree level
- Strong work experience in commercialisation and sales, with an in-depth of understanding and experience of charity sector values
- 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