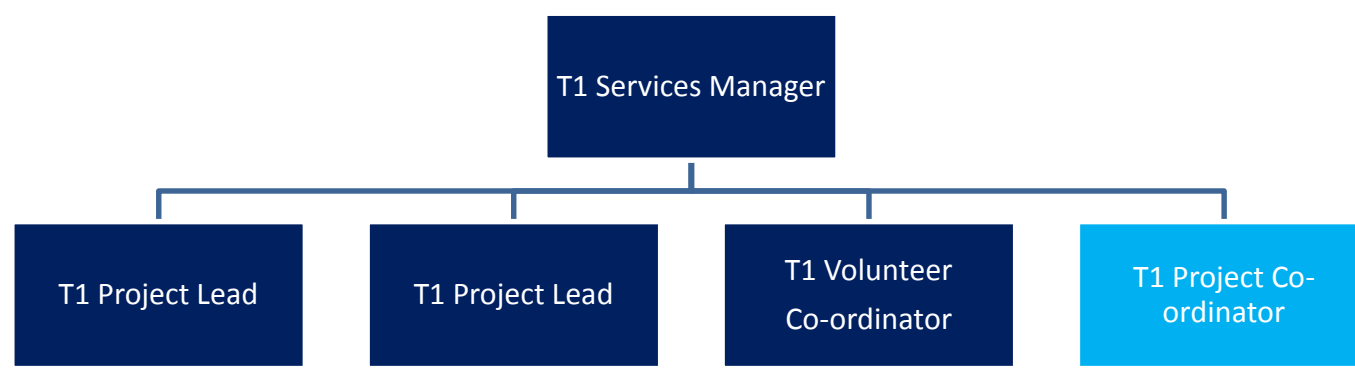


T1 Project Co-ordinator

DIRECTORATE:	Operations
SECTION:	T1 Services Team
REPORTING TO:	T1 Services Manager
CONTRACT:	Permanent, Full time, Band 7



WORKING RELATIONSHIPS:

Inside Diabetes UK
T1 Services team, Volunteering Team, Type 1 Programme Team Regional teams, IT, Finance, Information Governance, Marketing, Digital, healthcare professional engagement team, Research team
Outside Diabetes UK
Volunteers, event attendees/participants, suppliers and subcontractors

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

Reporting to the Senior Events Manager, the T1 Project Co-ordinator will support the Diabetes UK T1 Services Team by coordinating the setting up and delivery of the high-quality events/activities which make up the Diabetes UK Type 1 events for families, children and adults living with Type 1 diabetes. This work includes venue research, registration and processing sensitive data, referencing, database management and travel and accommodation bookings.

MAIN DUTIES AND RESPONSIBILITIES:

- Support the team with the implementation of the marketing plans and communications for our work, and producing communication message as required.
- Attend events and activities to support the Type 1 Project Lead as required.
- Ensure all event information on the website is kept up to date as requested by the Type 1 Project Lead
- Keep the participant database up to date with all contacts and facilitate appropriate mailings to volunteers, healthcare professionals and event participants as requested.
- Be the first point of contact for all participant queries and during any peak time this will also be supported by the Co-ordinator and T1 Project Lead.
- Work collaboratively and effectively with the Region and Nations when a T1 Event is happening in their area.
- Provide administration and support relating to all T1 activity
- Ensure effective communication and provision of information to participants.
- Review event applications and oversee the participant journey.
- Keep all applications and records up to date on Aventri, and any other systems, as required.
- Be aware of issues around the safeguarding of children and adults at risk, and follow guidelines at all times.
- Work alongside and support volunteers in line with Diabetes UK Volunteer Journey for T1 Events.
- Support the effective promotion of Type 1 Events/Services to staff, prospective and existing volunteers, and the general public.
- Generate invoices, maintaining accurate records through the event software of incoming and outgoing payments and the follow-up procedures for late payments

PERSON SPECIFICATION:

The best person for this job will be able to:

- Manage a very busy workload with many competing deadlines while remaining calm, focussed and in control.
- Provide an excellent level of customer service to event attendees and volunteers
- Demonstrate excellent written and oral communication skills with the ability to interact effectively with a wide range of people
- Build friendly, respectful and effective relationships with event attendees and volunteers on behalf of Diabetes UK

The best person for this job will have experience in:

- Engaging with volunteers or have volunteering experience themselves
- General administration and event management
- Customer service
- Managing multiple deadlines
- Streamlining processes to improve performance and efficiency

The best person for this job will be:

- A graduate or have relevant work experience
- Ability to communicate and engage with a diverse group of individuals e.g. HCPs, Volunteers, People living with or affected by diabetes
- Highly motivated, solution focussed and resilient
- Highly organised and efficient with strong organisational skills and excellent attention to detail
- Fully competent in Microsoft Office, including Word, Excel and PowerPoint
- Available for occasional out of hours and weekend working (5-10 weekends per year max)