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Volunteer and Influencing Support Officer

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| DIRECTORATE: | Operations |
| SECTION: | South East Regional Team |
| REPORTING TO: | Senior Volunteer Development Lead |
| CONTRACT: | Permanent |

WORKING RELATIONSHIPS:

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| **Inside Diabetes UK** |
| The South East Regional Operations Team; The Central Volunteer Team;Regional Fundraising Colleagues ; Diabetes Voices Team; Finance Team; Care & Policy Team; Lead Volunteers in the region; Local Group Officers and Volunteers. |
| **Outside Diabetes UK** |
| Clinical Commissioning Groups & other NHS organisations & Public Health teams; Healthcare Professionals; People living with diabetes; general public. |

# OVERALL PURPOSE OF THE JOB

This role works across a small regional team supporting the volunteering and Influencing functions. The post holder will be the main point of contact and support for our local group network, whilst also working alongside our campaigning volunteers and NHS organisations to ensure the best possible support and care for people living with diabetes locally.

**MAIN DUTIES AND RESPONSIBILITIES:**

**Key Duties Volunteering:**

**Process Management for Local Groups**

* Supporting Banking arrangements
* Ensuring local groups adhere to Diabetes UK Keeping Safe and Legal guidelines
* Be responsible for ensuring local groups return their Annual returns and return excess funds
* Ensure that Local Groups Agreements are up to date and signed
* Work with Volunteer and Office Administrator to deliver monthly KPI reporting

**Communications**

* Routine communication (working with the Regional Volunteer team) to keep groups aware of the requirements/support of Diabetes UK.
* To take the lead in ensuring ‘Quarterly calls’ are undertaken with each group and ensuring the quarterly reporting tool is updated, working with regional colleagues as appropriate.
* Routine sharing of information with fundraising colleagues
* Develop and maintain internal relationships with key stakeholders.

**Group Support**

* Build the capacity of volunteers and local groups through delivery of training. This will involve visiting groups to deliver training locally as well as delivering training at Networking Days and bi-annual Volunteer Conferences.
* Provide administrative support in relation to the management of local groups, including support with e-communications

**Other volunteering duties**

* To develop a good understanding of all Diabetes UK Volunteer roles and to be able to answer routine enquiries regarding these roles with volunteers and potential volunteers.
* To work closely with the regional team in looking at volunteer, particular local group, needs across the patch. This will include consideration of areas of the region where we have gaps in local groups and other volunteers and identifying need for training and further support.
* To work with Senior Volunteer Development Lead and Volunteer Coordinator in developing new groups according to local plans and need.
* Provide data to assist in the highlighting of themes and trends for the Senior Volunteer Development Lead and Regional Head

**Key Duties – Influencing and Campaigning**

* Working with the Regional Head and Improving Care Manager, to take a lead in monitoring and recruitment of Diabetes Voices in the region and support mobilisation of them with the aim of increasing the impact of Diabetes Voices in the South East.
* Support Influencing and campaigning events developed in the region by Regional Head and Improving Care Manager. This is likely to include, but not be restricted to, undertaking risk assessment of venues and venue and delegate management.
* Coordination of and sending out of information packs to Clinical Commissioning Groups and Healthcare Professionals.
* To gain an understanding of Diabetes UK campaigns and influencing priorities and be able to answer enquiries related to this from Diabetes Voices, people with diabetes, Healthcare Professionals and others.
* To undertake talks and give support to local groups on campaigning and influencing.
* To engage with and attend a small number of Clinical Commissioning Groups/ other NHS organisations under guidance from Regional Head or Improving Care Manager, representing the views of Diabetes UK.

**General**

* To support the regional team in answering general enquiries into the office work.
* Work with the regional team in covering office opening hours, staff leave etc as required.
* Any other duties commensurate with the role that may be reasonably required

**PERSON SPECIFICATION:**

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| **The best person for this job will be able to:** |
| * Work across teams sharing knowledge and best practice * Present ideas confidently in a variety of settings and to a broad range of people * Represent the views of Diabetes UK internally and externally |

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| **The best person for this job will have experience in:** |
| * Experience of process management * Experience of compliance management * Experience of managing databases and websites * Experience of working with volunteers or volunteer led groups * Experience of influencing or campaigning or able to demonstrate transferable skills * Experience of working with a wide variety of people e.g. from different backgrounds, cultures and ages * Utilising social media platforms to communicate with volunteers * Delivering presentations/training |

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| **The best person for this job will be:** |
| * An excellent communicator both oral and written * Passionate about supporting people with long-term health conditions and working to improve local healthcare outcomes * Willing and able to learn about NHS organisations * Adept at using Microsoft packages e,g, Outlook, PowerPoint and Excel * Able to manage own time and workload * Able and willing to travel around the region and work some evenings and occasional weekends (for which time is given back) * Have a valid driving licence and access to a car |