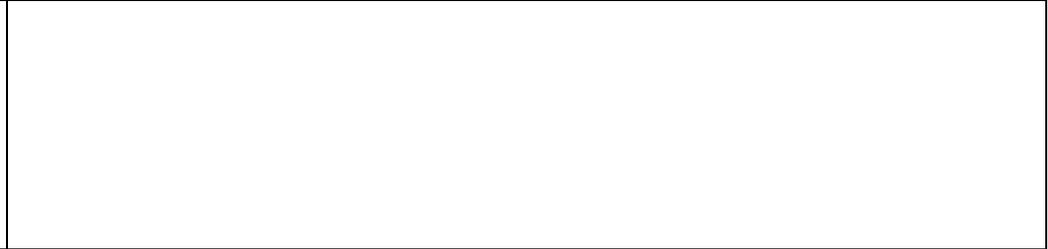


|  |   |
|--|---|
| <p><b>Job Title: Health Systems Engagement Manager</b></p>   | <p><b>Directorate and team</b><br/>This role sits in the <a href="#">Scotland team</a> in the <a href="#">Operations Directorate</a></p>  |
| <p><b>Key focus of the role</b></p> <p>We work with extraordinary people in the health system and supporting them has never been more important. As <b>Health System Engagement Manager</b> you'll play a key role in improving outcomes -and reducing variation - for people with, and at risk of, diabetes through improvements in care, treatment and prevention services. You'll do this by influencing, supporting and working collaboratively with the diabetes community.</p>   | <p><b>Job and reporting Line</b></p> <pre> graph TD     Director[Director] --&gt; AD_Services[Assistant Director Services]     Director --&gt; AD_Local[Assistant Director Local Impact]     AD_Local --&gt; DiabetesScotland[Diabetes Scotland]     DiabetesScotland --&gt; NationalDirector[National Director]     NationalDirector --&gt; OfficeManager[Office Manager]     OfficeManager --&gt; CommsManager[Communications Manager]     OfficeManager --&gt; PolicyManager[Policy &amp; Public Affairs Manager]     OfficeManager --&gt; HSEL[Health System Engagement Lead]     OfficeManager --&gt; CommVolManager[Communities &amp; Volunteering Manager]     CommsManager --&gt; DigitalEngOff[Digital Engagement Officer]     PolicyManager --&gt; CampaignsOff[Campaigns and Public Affairs Officer]     HSEL --&gt; HSEM[Health System Engagement Manager]     HSEL --&gt; HSEM2[Health System Engagement Manager]     CommVolManager --&gt; CommVolOff[Communities &amp; Volunteering Officer]     CommVolManager --&gt; YouthCoor[Youth Co-ordinator]     YouthCoor --&gt; YouthWorker[Youth Worker]     </pre> |
| <p><b>Key deliverables</b></p> <ul style="list-style-type: none"> <li>Improve outcomes for people living with/at risk of diabetes by working to reduce variation and improve care, treatment, and prevention via influencing and partnership working activity.</li> <li>Actively listen to, and work alongside, people living with/at risk of diabetes to support shared improvement aims.</li> <li>Own an engagement plan which builds social capital/trusted relationships, increases understanding of diabetes, encourages uptake of Diabetes UK tools and resources and explores opportunities, and new ways, to support health system professionals and communities of support and innovation.</li> <li>Monitor delivery of service provision and continuously gather frontline insights and intelligence to inform our thinking and work.</li> <li>Work closely with colleagues to co-ordinate organisational responses to health system asks and calls for evidence in line with priorities.</li> </ul> |   |
| <p><b>Contractual information</b></p> <ul style="list-style-type: none"> <li>Contract type: Permanent</li> <li>Hours: 35 hours per week</li> <li>Band: 5</li> </ul>  |   |
| <p><b>Key working relationships internal</b></p> <p>Scotland team, Clinical Advisors, Improving Care Managers, Campaigns Teams, Healthcare Improvement Team, Media Teams, Engagement and Fundraising Teams</p>   |   |

**Key working relationships external**

Frontline professionals across NHS, and Health and Social Care Partnerships, MCN and programme leads, external agencies, people living with/at risk of diabetes, professional bodies and interest groups, royal colleges, industry specialists and third sector.



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**).

**Key activities – What you need to do**

| Delivering Strategy & Objectives   | Making Change Happen  | Communicating with Others  | Improving delivery  |
|--|---|--|---|
| <p>1. Support the development and delivery of an engagement and influencing plan which delivers impact across Diabetes UK's strategy (S).</p> <p>2. Listen to, and work collaboratively with, people living with, at risk of, diabetes to inform thinking and activity.</p> <p>3. Work with colleagues to ensure all communications and messages are consistent, and in-line, with policy positions and priorities.</p> <p>4. Contribute effectively to the wider work of the team and the organisation.</p> | <p>5. Use astute influencing and partnership working skills to support improvements in diabetes care, treatment and prevention. (S)</p> <p>6. Co-ordinate cross organisational responses to key calls for evidence and systems asks.</p> <p>7. Work closely with colleagues to support, encourage and mobilise the diabetes community in influencing and campaigning activities.</p> <p>8. Foster communities of support and innovation for healthcare professionals.</p> | <p>9. Build understanding of diabetes among frontline professionals and increase uptake of Diabetes UK resources.</p> <p>10. Represent Diabetes Scotland on relevant external networks to contribute expertise and influence decision-making/practice.</p> <p>11. Act as a local media spokesperson as required.</p> <p>12. Identify and promote best practice in diabetes care and share this as appropriate internally and externally.</p> | <p>13. Work in partnerships to test and learn new ways of engaging with health system professionals and facilitating improvement. (S)</p> <p>14. Monitor provision of care and local datasets and feedback intelligence and insights to inform thinking and activity.</p> <p>15. Continuously improve our ways of working and impact through data, insight and evaluation and share learning.</p> |

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

| Delivering Strategy & Objectives   | Communicating with others  | Making Change Happen  | Building external relationships  |
|--|--|---|--|
| <ol style="list-style-type: none"> <li>1. A proven track record of influencing within complex systems. <b>(S)</b></li> <li>2. Excellent organisational and prioritisation skills and experience managing a varied workload to tight deadlines.</li> <li>3. Ability to work independently, cooperatively and as part of a team.</li> <li>4. Ability to work flexibly and out of hours as required.</li> </ol> | <ol style="list-style-type: none"> <li>5. Demonstrate excellent verbal and written communication skills</li> <li>6. Excellent interpersonal and influencing skills</li> <li>7. Experience of managing relationships with internal and external audiences with fluency and confidence.</li> </ol> | <ol style="list-style-type: none"> <li>8. Apply your proven influencing skills to challenge the status quo and drive improvement in local systems. <b>(S)</b></li> <li>9. Lead across boundaries, finding practical steps to take in the face of complexity and uncertainty and demonstrate your experience of using a powerful, common vision to energise and inspire colleagues and partners to work differently. <b>(S)</b></li> </ol> | <ol style="list-style-type: none"> <li>10. Demonstrate a good understanding of health systems and the health and social care policy landscape <b>(S)</b></li> <li>11. Be a natural collaborator and build credibility with healthcare professionals, creating a sense of community and shared purpose amongst key stakeholders.</li> </ol> |

**Qualifications – Qualifications you need to carry out this role**

None required