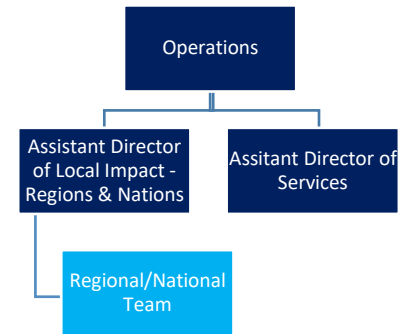
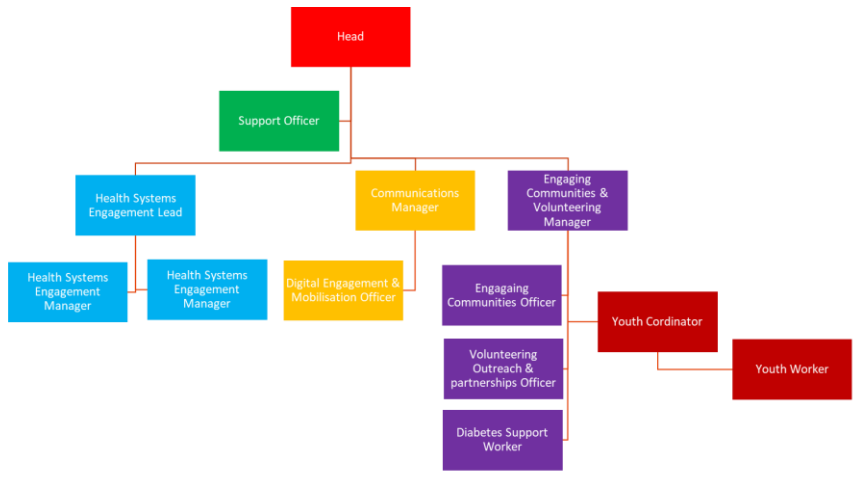


<p>Job Title Regional Support Officer</p>	<p>Directorate and team This role sits in the XXX team in the Operations Directorate</p>
<p>Key focus of the role Our regional teams provide a crucial link between Diabetes UK and the community. They work to improve outcomes and access to diabetes care, empower people to live better and more confident lives with diabetes, and engage with diverse communities across the region to provide support and information. The Regional Support Officer ensures the efficient operation of the regional team, day to day administration and related internal and external services, being the first point of contact in the region to provide support and information for people living with, and affected by, diabetes.</p>	 <pre> graph TD Ops[Operations] --> ADLIRN[Assistant Director of Local Impact - Regions & Nations] Ops --> ADS[Assistant Director of Services] ADLIRN --> RNT[Regional/National Team] </pre> <p>Job and reporting Line</p>
<p>Key deliverables</p> <ul style="list-style-type: none"> • Ensure that all financial, administrative and IT systems and processes are fit for purpose and compliant with GDPR, Health and Safety and financial requirements and policies. • To be the first point of contact for members of the public, providing a professional response to all email and telephone communication and providing an excellent customer experience. • To support teams in the delivery of work locally by providing administrative support and tasks, including online and face to face activities to reach, engage and support people affected by diabetes. 	 <pre> graph TD Head[Head] --> SO[Support Officer] SO --> HSEL[Health Systems Engagement Lead] SO --> CM[Communications Manager] SO --> ECMVM[Engaging Communities & Volunteering Manager] HSEL --> HSEM1[Health Systems Engagement Manager] HSEL --> HSEM2[Health Systems Engagement Manager] CM --> DEMO[Digital Engagement & Mobilisation Officer] CM --> ECO[Engaging Communities Officer] ECMVM --> ECO2[Engaging Communities Officer] ECMVM --> VOP[Volunteering Outreach & partnerships Officer] ECMVM --> DSW[Diabetes Support Worker] ECO --> YC[Youth Coordinator] YC --> YW[Youth Worker] </pre>
<p>Contractual information</p> <ul style="list-style-type: none"> ▪ Contract type: Permanent ▪ Hours: 35 ▪ Pay range: Band: 7 	

Key working relationships internal Colleagues across the regional team, other regions and nations teams, Finance, Facilities, IT, Marcomms, Events, Info Gov, Services teams.	
Key working relationships external People living or affected by diabetes; general public, other local agencies across statutory and voluntary sector and commercial and community organisations, health care professionals.	

All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework**. We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

Key activities – What you need to do

Managing Resources	Improving Delivery	Collaborating with colleagues	Building external relationships
<ol style="list-style-type: none"> 1. Ensure that the regional team can run effectively and efficiently, providing full administrative services and support, including but not limited to, minute taking; sourcing venues for meetings, liaising with outsourced supplier and ensuring home based staff have adequate supplies of stationery and materials. 2. To be the regional lead for Health and Safety, ensuring all outsourced venues for team activities are managed effectively including risk assessments and reports as required. 3. Manage financial processes for the team, including monitoring monthly management accounts, purchase orders, invoices, payments, and reconciliations to a professional standard. 4. Ensure data entry onto internal CRM systems is stored and managed in compliance with GDPR and Diabetes UK policies and procedures. 	<ol style="list-style-type: none"> 5. Work closely with the regional team to understand their needs and provide administrative services, 6. Work with the Digital Engagement Office to support the organisation and smooth running of events in the region, (both face to face and online), including venue/online platform and delegate management, risk assessments, promotion, and evaluation. 7. Work with the Communications Manager and act as local brand ambassador, supporting the team to create local materials needed for targeted engagement with diverse audiences. 8. Ensure good understanding of safeguarding procedures and ensure followed in line with job duties. Any incidents recorded in line with the safeguarding procedure. 	<ol style="list-style-type: none"> 9. Work with the Engaging Communities and Volunteering local team to provide support and guidance for volunteers and groups, helping them to access requirements for materials and resources that support them in their volunteering and activities. 10. Provide support to the regional team in reaching, engaging and supporting people with diabetes, healthcare professionals and other stakeholders, both face to face and online, making appropriate use of a range of resources and platforms. 11. Assist the Head of Region, and wider team, to implement various projects and activities in line with the regional team plans and the organisation strategy. 	<ol style="list-style-type: none"> 12. Provide an excellent customer experience to members of the public by being the first point of contact for general queries, managing regional mailboxes, responding to questions and/or signposting to the relevant colleagues. 13. Provide information, support and adequate responses to regional enquiries, including people living with diabetes who contact the regional office. 14. Assist in developing and maintaining relationships with local groups, volunteers, healthcare professional and other key external contacts in the region. 15. Work with external agencies and suppliers where appropriate, and raise any subsequent Purchase Orders using internal systems.

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

Managing Resources	Improving Delivery	Collaborating with colleagues	Building external relationships
<ol style="list-style-type: none"> 1. Experience in assisting with monitoring management accounts, producing, and managing financial processes such as invoices, purchase orders and payments. 2. Proven experience of office and administrative systems, including spreadsheets, databases and emails, with high standards of accuracy. 3. Ability to use excellent IT skills across all Microsoft Office packages, CRM/data management systems and online platforms to communicate effectively with a range of audiences. 4. Able to understand Health and Safety regulations and practices, and to provide support and guidance that keep people safe in their work. 	<ol style="list-style-type: none"> 5. Self-motivated with an ability to work well under pressure, managing and prioritising a varied and busy workload. 6. Confidence to communicate clearly and professionally with a diverse range of people from all walks of life. 7. Experience of planning, organising and delivering events, both face to face and online, including experience of using online event booking systems. 8. Strong knowledge of using online platforms, e.g., Microsoft Teams, Zoom to organise and facilitate online meetings and events. 	<ol style="list-style-type: none"> 9. Ability to work effectively with colleagues, understanding their administrative needs and taking steps to identify what support is needed. 10. Experience of supporting a busy team with competing demands and priorities, and be able to escalate issues and concerns to your line manager. 	<ol style="list-style-type: none"> 11. Ability to form effective relationships with a range of stakeholders both internally and externally. 12. Ability to engage with members of the public, volunteers, other groups and organisations, to promote the work of the local team and wider organisation. 13. Experience of engaging individuals, groups and diverse communities through 1-1 and group conversations over the phone, via email and at events.

Qualifications – Qualifications you need to carry out this role

Ability and willingness to travel in and across the region for events and activity and to travel to our London office.