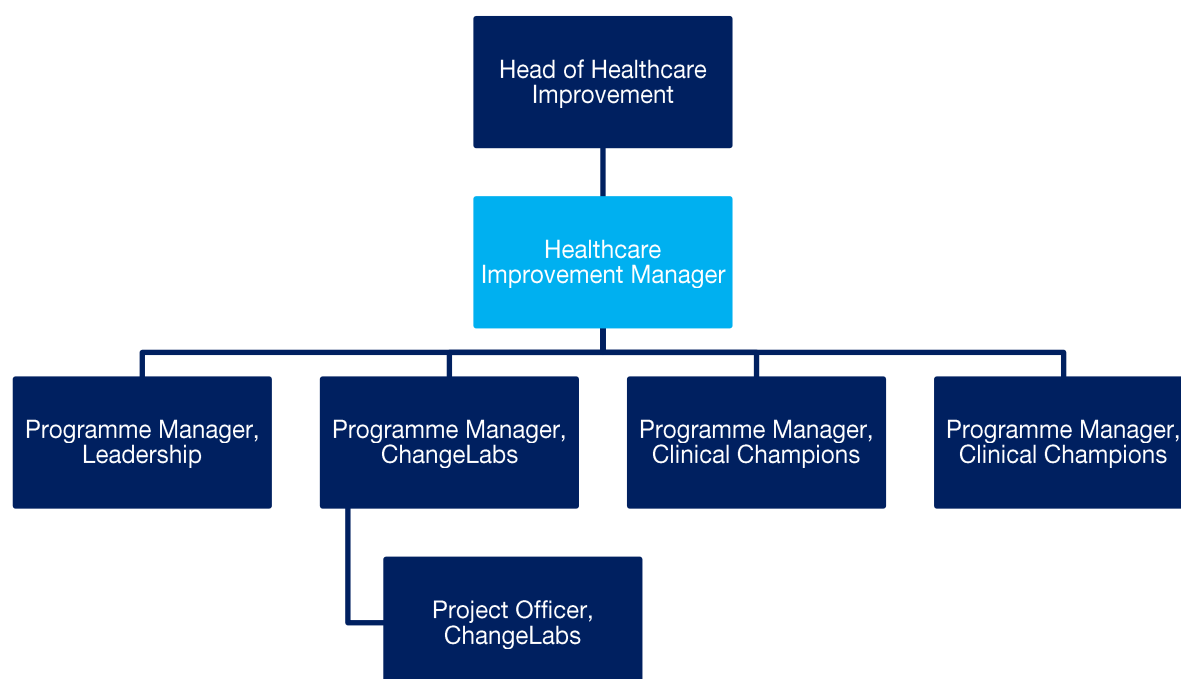


Healthcare Improvement Manager

DIRECTORATE:	Policy, Campaigns and Improvement
SECTION:	Healthcare Improvement
REPORTING TO:	Ben Ellis, Head of Healthcare Improvement
CONTRACT:	Permanent



WORKING RELATIONSHIPS

Inside Diabetes UK

National, regional, policy, campaigns and mobilisation, fundraising, finance, content and brand, digital and communications teams.

Outside Diabetes UK

People living with diabetes, families and carers, professionals (including healthcare professionals and those working in non-clinical roles eg quality improvement leads, service managers, network managers), NHS England, sustainability and transformation partnerships, clinical commissioning groups, clinical networks, Public Health England, NHS Trusts, NHS organisations in Scotland, Wales and Northern Ireland, professional bodies and interest groups, royal colleges, faith and community organisations, consultancies, industry specialists, funders (corporate, statutory, major donors), academics, evaluators and researchers.

OVERALL PURPOSE OF THE JOB

Diabetes affects more than 4.5 million people in the UK. That's more than any other serious health condition in the UK. More than dementia and cancer combined.

The number of people living with diabetes is rising fast. Every day, around 700 people are diagnosed with diabetes. That's one person every two minutes. Every week, diabetes leads to over 460 early deaths, over 160 lower limb amputations and over 1,850 people experiencing heart attacks or heart failure.

We have made progress in improving the quality and standards of diabetes care in recent years. But much more needs to be done. We have to take action now.

In January 2019, Diabetes UK launched its new Healthcare Improvement team as part of our commitment to transform diabetes care. The goal of the team is to help the NHS across the UK unlock its potential for improvement. We do this by combining our deep knowledge of what works when driving change on the ground with practical support to improve diabetes care delivered through our sector-leading improvement programmes (such as our [leadership programmes](#) and [ChangeLabs](#)).

As the Healthcare Improvement Manager you will:

- Provide strong strategic oversight, leadership and management of our improvement programmes.
- Improve and grow our existing improvement programmes, driving a culture of high-performance and operational excellence.
- Develop innovative partnerships with forward-thinking organisations, co-creating new, high-impact programmes that build the improvement capacity and skills of individuals, teams, organisations and whole systems in the NHS.

MAIN DUTIES AND RESPONSIBILITIES

- Gather insights about emerging and unmet areas of need, using these insights to inform the development of new areas of work.
- Rapidly work up and test new ideas, gathering evidence to demonstrate proof of concept and build compelling business cases for investment.
- Work with teams across Diabetes UK to develop new partnerships and funding arrangements that scale up the reach and impact of our work.
- Bring in new insights and learning from leading organisations around the world that help build the skills and capacity of the Healthcare Improvement team.
- Build the capacity of the Healthcare Improvement team to use proven methods for measuring and evaluating the impact of our programmes.

- Build the capacity of the Healthcare Improvement team to meaningfully involve people with diabetes, families and carers in our programmes.
- Look for value wherever it can be found, continuously identifying ways to improve the effectiveness of our programmes and making best use of the talents and skills across Diabetes UK.
- Ensure simple and effective governance processes are in place across all our programmes (for example roles and responsibilities, planning, decision-making, risk and issue management).
- Embed business continuity practices that support the Healthcare Improvement team to prepare for and manage unexpected issues that affect the operational delivery of our programmes.
- Contribute to the wider work of the Healthcare Improvement team, modelling strong leadership behaviours and helping to shape a culture of continuous learning and improvement.
- Work closely with the Head of Healthcare Improvement to inform and shape the strategic aims and objectives of the Healthcare Improvement team.
- Manage line reports and provide regular support and supervision using Diabetes UK's People Ethos and TARGET approach for managing performance.
- Undertake any other duties or tasks as reasonably directed.

PERSON SPECIFICATION

The best person for this job will be able to:

- Translate high level strategic priorities into clear and achievable objectives for others in the team.
- Use a common vision to gain support from others and access to other areas of Diabetes UK for those you manage.
- Challenge the status quo by inviting feedback from others, being open to doing things differently and taking risks to improve our delivery.
- Consult with others in the team and across Diabetes UK to understand different perspectives before making decisions that will have significant impact.
- Work across boundaries, finding pragmatic and practical steps to take in the face of complexity and ambiguity.
- Motivate, inspire and encourage others despite your own concerns and disappointments.
- Encourage others to avoid over-complicating systems, processes and ways of working.

The best person for this job will have experience in:

- Leading and managing complex health improvement programmes.
- Understanding the opportunities and challenges facing professionals when improving healthcare.
- Engaging and influencing professionals in the NHS at senior levels, with good working knowledge of the structure of the NHS.
- Involving people living with health conditions, families and carers in healthcare improvement.
- Building, leveraging and negotiating strategic external relationships based on transparency, respect and shared goals.
- Confidently managing the performance of line reports and dealing with a range people management situations.
- Recognising and nurturing talent, identifying team member's skills and developing potential through training, mentoring and coaching.
- Working in the third sector and/or in the NHS.

The best person for this job will be:

- Passionate about improving healthcare services.
- Experimental by nature.
- An excellent communicator and influencer.
- A proven manager with a track record of creating and managing high-performing teams.
- Creative and confident in putting forward new ideas and recommendations.
- Deeply committed to their own and others' personal and professional development.
- Educated to degree level or equivalent by experience (a degree in a health related field or discipline is desirable).
- Willing to work outside of normal office hours and on weekends (minimum of five occasions per year) and to travel throughout the UK.