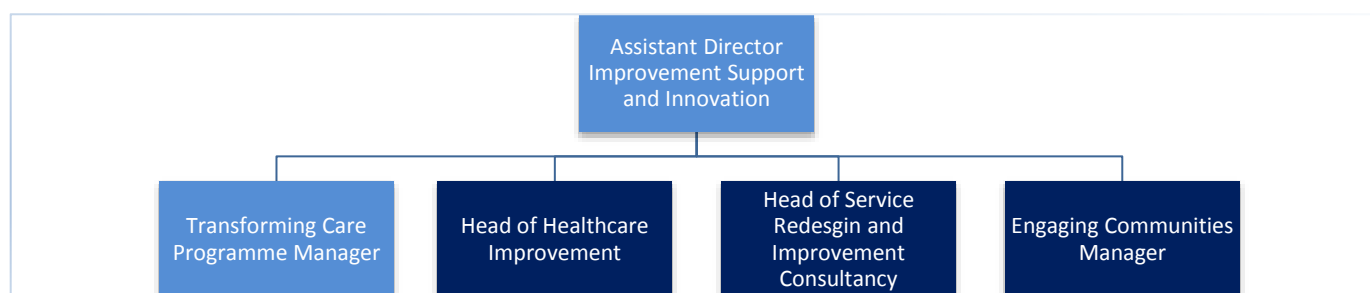


## Transforming Diabetes Care Programme Manager

<b>DIRECTORATE:</b>	Policy, Campaigns and Improvement
<b>SECTION:</b>	Improvement Support and Innovation
<b>REPORTING TO:</b>	Assistant Director of Improvement Support and Innovation
<b>CONTRACT:</b>	Maternity Cover – 12 months



### OVERALL PURPOSE OF THE JOB

Diabetes UK is committed to influencing a transformation in diabetes care and support. The Transforming Care Programme Manager plays a vital role in helping us achieve our ambitious goals. Working collaboratively with colleagues across Diabetes UK's central, regional and national teams you will co-ordinate a programme that will give focus and energy to the work we need to do. You will have excellent programme management skills and will be comfortable engaging people, bringing people together to work across boundaries and finding practical steps to take in the face of ambiguity.

### WORKING RELATIONSHIPS:

Inside Diabetes UK	
<ul style="list-style-type: none"> <li>• Policy, Knowledge and Insight Team</li> <li>• National Teams</li> <li>• (in Scotland, Northern Ireland and Wales)</li> <li>• Regional Heads and Improving Care Managers</li> <li>• Campaigns Teams</li> <li>• Learning and Organisational Development Team</li> </ul>	<ul style="list-style-type: none"> <li>• Improvement Support and Innovation Team</li> <li>• Media Teams</li> <li>• Engagement and Fundraising Teams</li> <li>• Corporate Service Teams</li> <li>• Diabetes Voices/Service Champions</li> <li>• Volunteers</li> </ul>

### MAIN DUTIES AND RESPONSIBILITIES:

- Lead the Transforming Care Programme so that we:
  - Are in the best position to influence change in diabetes care and prevention across the UK
  - Understand the impact achieve through our campaigning and influencing work
  - Have an active transforming care community that collaborates across the charity and helps us to work more effectively
- Set programme objectives, monitor progress, resolve issues and initiate actions to support delivery of activities through and with teams

- Create opportunities for teams to work together, learn from each other and develop relationships of trust, through the development of the Transforming Care Community
- Identify and co-ordinate development of tools and resources to support delivery of our influencing goals to help us understand the effectiveness and impact of our work
- Work with other strategic programmes across Diabetes UK to manage dependencies and identify opportunities
- Lead the development of an evaluation framework, to review the impact of the different tools, tactics, activities and services delivered to improve the quality of care and support.

## PERSON SPECIFICATION:

### The best person for this job will be able to:

- Work with a high level of initiative and confidence to make decisions that may have significant impact
- Communicate, persuade, influence and negotiate at all levels both internally and externally
- Be comfortable to challenge as needed to drive the programme forward and to achieve success
- Demonstrate excellent organisational, prioritisation and communication skills
- Make decisions and recommendations on key projects in the programme
- Produce practical and easily understood performance reporting and evaluation frameworks
- Facilitate large groups of people
- Build rapport and trust with people
- Develop and manage multiple relationships with competing priorities
- Support people to break down barriers and improve working relationships
- Demonstrate creative problem solving skills
- Comfortably manage multiple deadlines and activities

### The best person for this job will have experience in:

- Leading and managing complex projects or programmes with successful outcomes
- Coaching – encouraging people to explore and take action
- Facilitating small and large groups of people
- Developing and maintaining project plans, and keeping complex projects on track in terms of timelines, budgets, KPIs and risks
- Identifying and managing risks

### Desirable

- Working knowledge of diabetes care and support services the practical challenges facing NHS staff and local services
- Working in the charity sector
- Working with people and teams to support change

### The best person for this job will be:

- Enthusiastic, positive and driven with a can-do and solution-focused approach
- Confident to challenge others and be challenged
- Able to command respect and create a sense of community amongst the key stakeholders
- Of sound judgement and decision-making ability
- Self-motivated and adaptable