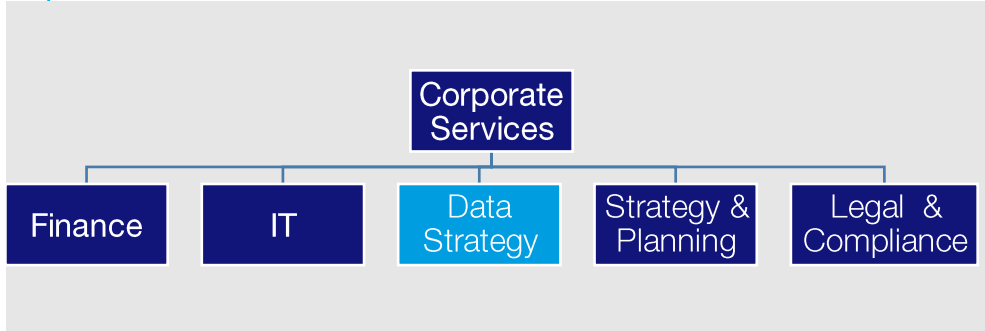
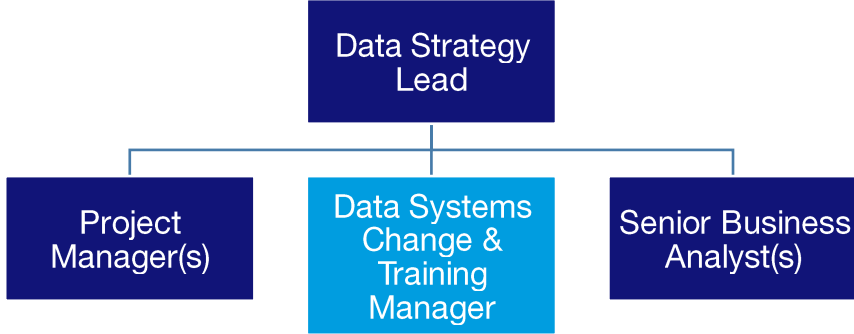


<p>Job Title Data Systems Change & Training Manager</p>	<p>Directorate and team</p>
<p>Key focus of the role</p> <p>The Data Strategy team is on track to deliver several new system implementations over the coming months including new CRMs and new data reporting functionalities.</p> <p>This role will lead on the development and delivery of comprehensive training & change management programmes to ensure colleagues from teams across Diabetes UK can maximise the potential benefits of our new technologies.</p>	<p>This role sits in the Data Strategy Team in the Corporate Services directorate</p> <p>Department</p>  <pre> graph TD CS[Corporate Services] --> Finance[Finance] CS --> IT[IT] CS --> DS[Data Strategy] CS --> SP[Strategy & Planning] CS --> LC[Legal & Compliance] </pre>
<p>Key deliverables</p> <ul style="list-style-type: none"> ▪ Draft & deliver full suites of training materials, procedural guides & UAT script templates for new Data systems ▪ Work with Internal Comms colleagues to deliver audience targeted communications to encourage system use and embracing of new opportunities ▪ Support technical project delivery through the measurement & monitoring of system delivered benefits 	
<p>Contractual information</p> <ul style="list-style-type: none"> ▪ Contract type: Fixed Term (22 months) ▪ Hours: 35/week ▪ Pay range: Band: 4 	
<p>Key working relationships internal</p> <p>Data Strategy Project Managers Snr Business Analysts Learning & Development Team Information Systems Team Information Governance Team</p>	
<p>Key working relationships external</p> <p>3rd Party Suppliers (CRMs)</p>	<p>Job and reporting Line</p>  <pre> graph TD DSL[Data Strategy Lead] --> PM[Project Manager(s)] DSL --> DSTM[Data Systems Change & Training Manager] DSL --> SBA[Senior Business Analyst(s)] </pre>

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)**.

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Key activities – What you need to do

Making Change Happen	Improving Delivery	Communicating with Others	Collaborating with Colleagues
<p>1. Devise & lead change acceptance & training programme for Data systems use (S)</p> <p>2. Produce guidance and materials for system training (DataHub, CRM, etc) and generate scripts for UAT (S)</p> <p>3. Deliver training sessions in person, over Teams, and pre-recorded to support organisational understanding of Data Management and system use</p>	<p>4. Drive improvements in the organisations' use of Data through baselining and measuring the impact of the Data Strategy implementations (S)</p> <p>5. Identify & build methods to measure Benefits baselines</p> <p>6. Monitor delivery & progress of Benefits realisation and make recommendations to enhance & improve outcomes</p>	<p>7. Plan & produce comms for a variety of internal audience groups inc. senior leadership (S)</p> <p>8. Draft & deliver internal communications updates using tools such as MS Teams channels and intranet pages</p>	<p>9. Work closely with connected teams inc. Info Gov, IT & Business Support to ensure proposed & documented processes adhere to compliance (S)</p> <p>10. Work with Data Strategy team BAs to comprehensively understand system processes and flows to ensure accurate development of procedures and guides</p>

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

When applying, focus on the bullet points that are **bold and marked with (S)** only. We will use these elements for shortlisting purposes.

Making Change Happen	Improving Delivery	Communicating with Others	Collaborating with Colleagues
<ul style="list-style-type: none"> 1. Skilled in drafting & production of training & procedural manuals and guides (S) 2. Successful experience delivering training, face-to-face, remotely and via recordings (S) 3. Strong understanding of the Theory of change and its practical application in the workplace 	<ul style="list-style-type: none"> 4. Demonstrable experience leading benefits realisation measurement and monitoring across technical projects (S) 5. Experience working in a fast-paced and dynamic fundraising/ charity/ not-for-profit environment (S) 6. Experience running internal feedback programmes for training and comms delivery 	<ul style="list-style-type: none"> 7. Excellent communication skills, written & verbal (S) 8. Strong demonstrable understanding of different communication/ learning styles & when to apply them (S) 9. Experience in database/ system / technical / procedural training 	<ul style="list-style-type: none"> 10. Excellent relationship building skills across teams and directorates (S) 11. Experience in the set up and management of communities of practice (S) 12. Experience in helping colleagues to feedback and develop during the change process

Qualifications – Qualifications you need to carry out this role

PTLLS/ Level 3 Education & Training or equivalent