

Strategy Programme Manager – Fighting Diabetes with You

DIRECTORATE:	Corporate Services
SECTION:	Strategy and Planning
REPORTING TO:	Head of Strategy and Planning
CONTRACT:	Permanent - full time

OVERALL PURPOSE OF THE JOB

Diabetes UK has a new organisational strategy, focused on achieving the outcomes that matter most to people affected by and at risk of diabetes. We are re-organising the way we deliver our work to become outcomes led, and ensure we make the best use of all our resources to achieve these outcomes. To do this we have a set of organisational change programmes – our Outcome Drivers – to help us deliver our strategy faster and better.

One of these programmes is ‘Fighting Diabetes with You’ – which aims to transform levels of funding for diabetes; and grow and support a community calling for and creating change around diabetes. The key programme goals are to achieve:

- A significant increase in our own income
- More money going into diabetes care, services, support and research
- A shift in the public conversation about diabetes
- More people having more and deeper opportunities to mobilise and get involved in our work
- More people and communities affected by and at risk of diabetes being inspired to take action for themselves

Your role will be to manage this programme, co-ordinating the work of colleagues to drive change across the organisation.

You will have the experience and personal impact to drive strategic change to enable Diabetes UK to make a difference in this key area. You will have excellent engagement and influencing skills - working collaboratively with and championing this work at all levels and across Diabetes UK’s central, regional and national teams. As part of a small team of Programme Managers driving the delivery of our strategy, this role will be instrumental in making choices about the prioritisation of our work and allocation of resources. You will have strong programme management and communication skills and will require initiative and creativity to work across boundaries and find practical ways forward in the face of ambiguity.

This Programme Manager (PM) role is an exciting and challenging role which is crucial to our success, and will be jointly managed through our Head of Strategy and Planning and the programme leads for Tackling Inequality.

WORKING RELATIONSHIPS:

Inside Diabetes UK	
<ul style="list-style-type: none"> • Steering Groups delivering our strategy • Assistant Directors and Heads of Service • Regional Heads and National Directors 	<ul style="list-style-type: none"> • People and Organisation Development Team • Teams across Diabetes UK as required • Other Programme Managers

MAIN DUTIES AND RESPONSIBILITIES:

Making Change Happen

- Ensure we deliver our strategy ambitions through:
 - With the programme leads and as part of the programme Steering Group, driving the development, co-creation and co-ordination of a programme of work to drive strategic change in Diabetes UK
 - Working with the programme leads, other Programme Managers and teams across Diabetes UK to ensure the organisational capacity and resources to achieve the plan
 - Working collaboratively with and influencing delivery leads and teams across Diabetes UK to ensure delivery of the programme, understanding and unblocking barriers, and identifying support requirements
 - Trouble-shooting and resolving issues as they arise to ensure all delivery teams are supported and can deliver effectively, and interfaces with other programmes are managed
 - Ensuring effective delivery of the programme through developing and maintaining key programme records and documents
 - Co-ordinating and managing risks and issues as they arise to ensure the programme is successful
 - Working as a key member of an internal co-ordination group to manage and resolve capacity and dependency challenges, and manage shared opportunities across other strategy programmes
 - Developing and supporting plans and events for stakeholder engagement to achieve the programme, and working with Internal Communications to communicate with and engage colleagues in the programme

Learning and Improving

- Ensure that the programme is effective and impactful through:
 - Developing measures and evaluation approaches to enable learning and improvement, and providing regular and timely reporting to the Steering Group, senior leadership and our Trustees
 - Reporting on progress/risks and issues to the co-leads and steering group
 - Supporting regular review of the programme to consider whether there are better ways to use our assets and resources to achieve the goals of the outcome driver
 - Leading and co-ordinating the development of any case for re-allocation of resources or new investment to achieve the strategy outcomes
 - Working with the Learning and Organisational Development team to develop the organisational understanding, skills and behaviours needed to deliver the programme

PERSON SPECIFICATION:

The best person for this job will be able to:

- Drive the strategic change needed to achieve outcomes for people affected by and at risk of diabetes
- Engage colleagues, build effective relationships and build organisational capacity to drive the programme outcomes
- Work with a high level of initiative and confidence to make decisions that may have significant impact
- Motivate and oversee a matrixed delivery team
- 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
- Demonstrate strong analytical and creative problem solving skills
- Comfortably manage multiple deadlines and activities
- Develop and report on measures which demonstrate programme impact

The best person for this job will have experience in:

- Leading and managing complex projects or programmes to achieve strategic change
- Engaging with and influencing internal stakeholders, building strategic and effective partnerships at all levels, to ensure delivery of programme aims
- Reshaping fundraising, engagement, communications or mobilisation functions so that they're insight-led and audience focused

The best person for this job will be:

- Enthusiastic, positive and driven with a can-do and solution-focused approach
- Resilient and confident to challenge others and be challenged
- Collaborative and motivated to see Diabetes UK achieve strategic outcomes
- Able to command respect and achieve impact across the charity
- Able to make sound and effective decisions