

Referral Coordinator

Home Based, UK

We are looking for passionate and energetic people to support our participants to sign up to BZ Bodies interventions. This team will be responsible for ensuring everyone that signs up to a BeeZee Bodies programme has an excellent experience and is excited to start their journey.

We have a strong sense of who we are and who we want to be, this is embodied in our 5 ways of being:

- BE REAL** We are genuine, authentic, transparent, and have integrity
- BE PASSIONATE** We are who we are and won't hide our passion for what we do
- BE INNOVATIVE** We are creative and love to explore new ideas
- BE EMPOWERING** We are supportive and help people to make great choices
- BE COURAGEOUS** We are brave and bold and live the values we believe in

What's the role?

You will be the first point of contact for new participants, so your job is to give them a great experience. Handling sensitive participant data you help us make an impact on the community by processing referrals into our weight management programmes.

This role will be responsible for signing participants up to interventions, managing their profiles on our CRM, booking them up to interventions and passing them over to the delivery team in an efficient and safe way. We will be receiving referrals from the participants themselves and healthcare and other industry professionals.

The important stuff: Title, dosh, hours

- JOB TITLE** Referral Co-ordinator
- HOURS** Full time (40 hours per week) and part time (daytime and evening hours available)
- SALARY** 20,000 per annum Full Time
- LOCATION** Mainly home working-option to hot desk in any of the BZ offices- Hertfordshire, Birmingham, London, Gloucester or Brighton

What will you do if you get the job?

- Taking calls from the public to book them onto interventions
- Taking calls from professionals to receive referrals
- Managing our email inboxes daily
- Providing overviews of the interventions and support BZ Bodies can provide
- Processing online sign ups using our CRM
- Creating profiles for each participant and ensuring they are actioned within 24 hours of being received
- Communicating with participants via phone, email and text message
- Triaging participants and giving them a great first impression
- Setting up confirmation and welcome email information
- Setting up registers for delivery team
- Supporting people and sending content until the start of the intervention, so participants stay engaged
- Completing questionnaires with participants pre and post programme
- Checking in with participants
- Updating referrers on the progress of their participants

Why is it great working at BeeZee Bodies?

- Doing work that is meaningful and helps change peoples lives for the better
- Be part of a growing and vibrant organisation who love to innovate
- Be part of our in-house ministries
- Work with a team that will support you to do your job to the best of your ability
- Have a chance to take part in fun work place activities and challenges
- Access our employee assistance programme (counselling support etc)
- Take part in our daily workplace health (everyone gets a 20min paid break)
- Quarterly away days and training week
- We believe in supporting your development so want to help develop your skills with regular and diverse CPD
- Innovative work spaces 5 out of 5 Glassdoor.co.uk Rating
- Be part of our Pension scheme
- Dog friendly offices
- Access to our bike to work scheme
- Monthly 1-1s with your line manager
- Tea,coffee and fruit on tap! Yum



Criteria for this post:

Essential

Desirable

Qualifications

Level 4 in office admin, diploma in office admin or equivalent



Experience

Experience of working in a public health environment



Experience of working in a customer facing role



Experience and competence in using a data management system



Experience of using IT systems



Experience of inputting and processing data



Experience of managing customer concerns or issues



Experience of working remotely



Experience in communicating information with other teams



Skills

A personable, non-judgmental and sensitive approach to communicating with the public



IT literate especially excellent working knowledge of Microsoft Office



Excellent organisational skills to manage and prioritise workload, anticipate needs and work on own initiative and as part of a high functioning team



Fluent and clear in English speaking



Excellent data processing and data management system skills



Essential

Desirable

Personal Attributes

Confident, self motivated,passionate,flexible and adaptable



Attention to detail



Able to respond positively to new situations



Methodical with the ability to understand and meet targets and deadlines, able to learn and assimilate new information.



Ability to reflect and appraise own performance and that of others



Company Policies and Procedures:

Post holders must at all time comply with all policies and procedures including Safeguarding, Health and safety and Data protection/GDPR and Equal Opportunities The post is subject to a full DBS disclosure. We will need to see proof of right to work in the U.K.

How to apply:

Send your CV with a covering letter that answers the following 4 questions to recruitment@beezeebodies.co.uk

- Where did you see this advert?
- What experience and skills could you bring to this role
- Why would you want to work at BeeZee Bodies and do this role?
- What would be the first thing dogs would say to their owners if they could talk?

The closing date for this post is **17th September 2021** with interviews taking place the following week.

If you have any questions, please email recruitment@beezeebodies.co.uk