

Referral Hub Manager

Home Based, UK

We are expanding the organisation and are looking for a passionate and energetic person to manage our new central referral hub. This person will be responsible for ensuring everyone that signs up to a BeeZee Bodies programme has an excellent experience.

Our Values

- 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?

This role will be responsible for managing the referral hub. This will include line managing the referral team who are signing participants up to interventions and overseeing the systems and processes involved in booking people onto a BeeZee Bodies programme and giving them a great sign up experience.

This person will work closely with the contract managers and Leadership teams to ensure we are collecting relevant data from participants at all necessary time points, producing reports and meeting key performance indicators for multiple contracts.

They will oversee the set up of the CRM and the activities for the interventions. Experience in managing a CRM will be essential

The important stuff: Title, dosh, hours

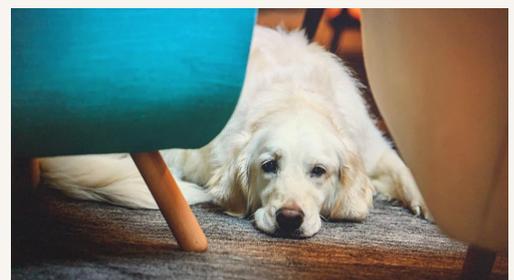
- JOB TITLE** Referral Hub Manager
- HOURS** Full time (40 hours per week) including some evenings/flexi-time
- SALARY** 30,000 per annum
- LOCATION** Mainly home working-option to hot desk in any of the BZ offices- Hertfordshire, Birmingham, London, Gloucester or Brighton

What will you do if you get the job?

- Support the set up of the Central BZ Bodies Referral Hub
- Line manage a team of referral coordinators who will be signing people up to interventions and managing the referrals on the system
- Ensure there are multiple ways for participants to sign up to the interventions
- Ensure participants receive timely communications and are clear on how to access interventions
- Oversight of our CRM- DCRS, ensuring all data is collected, processed and stored correctly
- Provide reports for Leadership team and contract managers on number of sign ups
- Work with the contract managers to agree delivery schedules and then set these up in the CRM
- Regular checks to ensure complete data sets
- Create service areas for each BZ Bodies contract
- Work alongside the Service Development Manager and BZ Live manager to ensure questionnaire and report data is collected at the correct times
- Attend and provide data for weekly manager meetings
- Manage contract budgets
- Ensure staff are adhering to policies and procedures (e.g safeguarding, health and safety, equality and diversity, data protection etc)
- Providing quality assurance reviews for staff
- Support the delivery of the Dreyfus assessments and create CPD and training plans for each member of staff

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

Relevant Degree or Level 4 qualification in any of the following; Community work, Education, Health, Youth work or Social work



Experience

Experience of working in a public health environment or good understanding of the issue around maintaining a healthy lifestyle



Experience of managing teams



Experience of managing and delivering key performance indicators



Experience of using and managing a CRM



Using data entry systems and entering data accurately and in line with confidentiality principles



Experience of analysing data and producing reports



Experience of managing a budget



Experience of project management



Experience of working with and building relationships with partnership organisation



Skills

A resilient, non-judgmental, sensitive approach to working with and motivating staff



IT literate especially 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



Essential

Desirable

Personal Attributes

Confident, self motivated,passionate,flexible,adaptable and creative.



Tenacious



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



Be able to travel to Hertfordshire, Gloucester and Brighton offices and meetings



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 **4th September 2021** with interviews taking place the following week. The interview process involves 2 stages:

1. Initial telephone conversation
2. Final one to one interview*

*Only a selection of candidates from the initial stages will be invited to the one to one interview stage.

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

