

# Referral Coordinator

Brighton & Hove, UK

We are looking for a passionate and energetic person 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:

Our Values	<b>BE REAL</b>	We are genuine, authentic, transparent, and have integrity
	<b>BE PASSIONATE</b>	We are who we are and won't hide our passion for what we do
	<b>BE INNOVATIVE</b>	We are creative and love to explore new ideas
	<b>BE EMPOWERING</b>	We are supportive and help people to make great choices
	<b>BE COURAGEOUS</b>	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. The role will also include some publicity and promotion of our programmes to local health, education, social and voluntary sector organisations to enable ongoing recruitment of new participants to our programmes.

## The important stuff: Title, dosh, hours

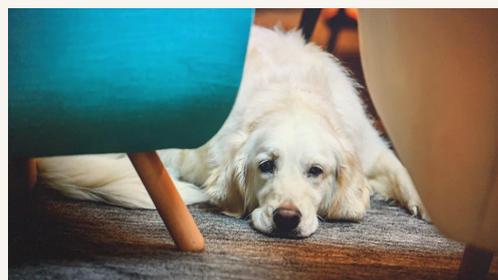
<b>JOB TITLE</b>	Referral Co-ordinator, Brighton
<b>HOURS</b>	Full time (40 hours per week) and part time (daytime and evening hours available)
<b>SALARY</b>	£20,000 - 22,000 per annum Full Time, dependent on experience
<b>LOCATION</b>	Mainly home working-option to hot desk in any of the BZ offices- Hertfordshire, Birmingham, London, Gloucester or Brighton

## What will you do if you get the job?

- Take calls from the public to book them onto interventions
- Take calls from professionals to receive referrals
- Manage our email inboxes daily
- Provide overviews of the interventions and support BZ Bodies can provide
- Process online sign ups using our CRM
- Create profiles for each participant and ensuring they are actioned within 24 hours of being received
- Communicate with participants via phone, email and text message
- Triage participants and giving them a great first impression
- Set up confirmation and welcome email information
- Set up registers for delivery team
- Support people and sending content until the start of the intervention, so participants stay engaged
- Complete questionnaires with participants pre and post programme
- Check in with participants
- Update referrers on the progress of their participants
- Work with local professionals to raise awareness of services and increase referrals into our service
- Support management to develop pathways with local stakeholders
- Attend local networking meetings and deliver presentations to local stakeholders to update on upcoming services

## 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 4.8 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

### Experience

Experience of working in a customer facing role



Experience of using IT systems



Experience of inputting and processing data



Experience of managing customer concerns or issues



Experience of presenting to groups



Experience of working in a health or social care environment or good understanding of the issues around maintaining a healthy lifestyle



### Skills

Empathy combines with a genuine desire and commitment to improve the quality of lives of adults and families



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



Ability to reflect and appraise own performance and that of others



## Our Policy:

Beezee Bodies is committed to being an inclusive employer, we welcome applications from the local community. BZ believe the greater the mix of people that work for us means the greater the mix of skills, experiences, perspectives and ideas we can be inspired by!

As an inclusive employer we:

- work to ensure our employees are representative of wider society
- develop policies and practices that guarantee people are treated according to their needs

This role is subject to a full DBS disclosure.

## How to apply:

Send your CV with a covering letter that answers the following 4 questions to [recruitment@beezeebodies.co.uk](mailto: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 **Wednesday 19th January 2022** with interviews taking place soon after.

If you have any questions, please email [recruitment@beezeebodies.co.uk](mailto:recruitment@beezeebodies.co.uk)

**GOOD LUCK!**