

# Online Services Manager

Home Based, UK

We are expanding our BeeZee team! We are looking for an experienced, passionate and energetic manager to lead our central BeeZee Services: BeeZee Academy, BeeZee Lite, BeeZee Live and our Referral Hub. You will be responsible for leading and supporting the managers of these areas and ensuring our services are operating effectively. If you want to support families to be the healthiest, happiest versions of themselves, then we can't wait to hear from you.

We welcome applications from people who embody our values:

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?

The BeeZee Bodies team has grown significantly over the last 9 months, and so we are looking for someone to lead on the management of our central services- BZ Live, BZ Lite, Referral Hub and BZ Academy. You will line manage the service managers in these areas and ensure that the services are functioning effectively and achieving their KPIs.

The role will involve supporting the team members with the UX for participants and looking at the SOPs and blue print for the services and how we can improve their efficiencies and performance. You will support the use of the platforms and troubleshooting issues. It is an exciting time to build these proven concepts into scalable, effective behaviour change services to reach their full potential!

## The important stuff: Title, dosh, hours

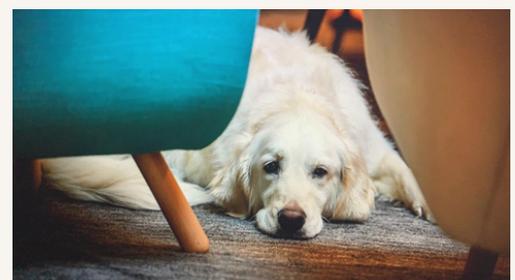
<b>JOB TITLE</b>	Online Services Manager
<b>HOURS</b>	Full time (40 hours per week) including some evenings/flexi-time
<b>SALARY</b>	35,000 - 37,000 per annum FTE
<b>LOCATION</b>	Mainly home working-option to hot desk in any of the BZ offices- Hertfordshire, Birmingham, London, Gloucester or Brighton

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

- Line Manage our BZ Lite/BZ Academy and BZ Live Service Managers
- Responsible for services meeting KPIs
- Responsible for supporting managers to deal with trouble shooting and performance issues
- Ensure there is good communication between service managers and other areas of the business
- Lead weekly online service meetings
- Support UX design of online services
- Work with the service development manager to implement content changes and training to delivery teams
- Create strategy for the growth and role out of our online services
- Report to Central Leadership team on performance of online/Remote Services
- Work with CRM provider to trouble shoot issues
- Work with the Behavioural Insights Manager to help iterate our approach to meet the needs of people based on the insight received from the service delivery
- Ensure staff are adhering to policies and procedures (e.g safeguarding, health and safety, equality and diversity, data protection etc)
- Provide quality assurance reviews for staff Undertake other relevant work as required by BeeZee Bodies

## 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 in addition to your lunch 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
- 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
- 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 troubleshooting with CRMs



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 using online platforms



Experience managing and analysing qualitative data (e.g. focus groups, interviews)



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 in English with excellent spoken English



Essential

Desirable

## Personal Attributes

Confident (as much as any of us are confident!), self motivated, passionate, flexible, adaptable and creative



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



Simply, good with people!



## 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 **8th August 2022** with interviews taking place soon after



**GOOD LUCK!**

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