

Support Coordinator

Gloucestershire, UK

We are looking for a passionate and energetic person to work with our community partners and support our participants on BeeZee Bodies interventions. The Support Coordinator will be responsible for ensuring everyone that signs up to our programmes has an excellent experience and is excited to start their journey. This is a great time to join our Gloucestershire team as we have a new five-to-eight-year contract, following our successful 3 year pilot. We have the opportunity to promote innovation and change, and co-produce community-based support with families so they can benefit from our weight management and behaviour change programmes, whilst embedding practice within communities.

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	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, ensuring they have a great experience! By chatting with new clients and handling sensitive participant data you will help us to make an impact on the community, processing referrals into a weight management programme.

This role is responsible for signing participants up to interventions, undertaking basic triage to ensure they receive the best possible support, managing their profiles on our CRM, booking them on to interventions and passing them over to the delivery team in an efficient way. As this is part of a new contract, we're looking for innovation and a spark of curiosity. We're looking for someone who will be eager to continually improve on, develop and drive change in how we assess, triage and ultimately support families.

The heart of our service is the local community and empowering them to help Gloucestershire children, young people and families become a healthier version of themselves. The role will include advocating and promoting our programme in local health, education, social and voluntary sector spaces to enable ongoing recruitment of new participants to our programmes. Whilst promoting BeeZee Bodies through connections in the community.

The important stuff: Title, dosh, hours

JOB TITLE	Support Coordinator
HOURS	Full time 37.5 hours per week including 2-3 evenings/flexi-time, or Part-time hours available.
SALARY	£22,651 per annum FTE
LOCATION	Office based in Gloucester initially but may be community centre based with travel across Gloucestershire required – must be able to drive.

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 ensure they are actioned within 24 hours of being received
- Communicate with participants via phone, email and text message
- Triage participants and ensure they receive a great first impression
- Set up confirmation and welcome email information
- Set up registers for delivery team
- Support families and send contact up 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
- Work with local communities to increase engagement with BeeZee Bodies and help support co-production of services
- Support management to develop pathways with local stakeholders
- Attend local networking meetings and deliver presentations to local stakeholders to update on upcoming services
- Innovate and promote change in our processes to improve on existing systems
- Support smooth running of face-to-face delivery sessions

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)
- We believe in supporting your development so want to help develop your skills with regular and diverse CPD
- Innovative work spaces
- 4.1 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

Degree / Level 4 Qualification in Community, Education, Health, Youth or Social care or equivalent experience



Experience

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



Experience of working with children and young people



Experience of working in a customer facing role



Experience of using IT systems



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



Experience of managing customer concerns or issues



Experience of presenting to groups



Skills

Essential

Desirable

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



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



IT literate especially excellent working knowledge of Microsoft Office



Excellent data processing and data management system skills



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



Able to carry out your roles and responsibilities whilst holding a complex caseload



Fluent in English with excellent spoken English



Personal Attributes

Confident, self-motivated, passionate, flexible, adaptable and organised



Excellent 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



Drive and have own car



Based in Gloucestershire or able to commute to the area



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

- 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?

This is a rolling job advert and will be closed when we have suitable applicants, and so be sure to apply as soon as possible to be considered.

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

GOOD LUCK!