

# ADMINISTRATION & FIRST IMPRESSIONS

## Gloucester UK

We are looking to appoint a passionate and innovative individual to be part of our BeeZee Bodies team. If you are looking for a job where you can make a real difference to local people's health and happiness and to help create a vibrant, exciting work environment for colleagues, then this might be the job for you.

We believe in helping people change their lives, for good. This is really hard to do but it's worth every ounce of effort to see someone leave our services healthier, happier and empowered to keep making positive changes.

When it comes to our team, we believe that 'culture eats strategy for breakfast' and we have a strong sense of who we are and who we want to be. This is embodied in our five '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 will you actually be doing?

Firstly, you will have a lot of fun!

In between that we need someone to co-ordinate client referrals for our weight management programmes and keep the office running smoothly, as our team concentrates primarily on delivery to the people going through our services.

You will be the first voice someone hears when they contact us, so a good phone manner and communication skills are essential as well as a good level of patience.

*Here are some of the programmes you will be helping to support:*

BZ Families

Gutless

BZ Chat

BZ Bumps

BZ for All

BZ Ladies

## The important stuff: Title, Dosh, Hours

Job Title	Administration & First Impressions - Part Time
Hours	20 hours per week
Salary	£17-19,000 FTE

## Some important things that you will be doing

Your role in our organisation is important in helping BeeZee Bodies achieve its goals and as a part of our team you will:

- Contribute to a positive, friendly and productive work environment to help the team thrive, develop, innovate and explore new ideas (a good sense of humour is a must!).
- Help to ensure that we provide the highest quality services (in every aspect) available in the UK
- Be part of delivering the outcomes and KPI's required to achieve our contracted goals.
- Work to establish efficiencies in signing up more people to our programmes.

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

The role will entail many important duties, including:

- Be the first point of contact for BeeZee Bodies - Answering calls
- Helping people find the service that is right for them.
- Booking people onto our customer referral management system
- Providing the link between people accessing the services and the lovely BeeZee Bodies team members
- General administrative tasks that help ensure the smooth running of the office such as ensuring we have all the kit & resources, we need to help the office and the services run smoothly
- Any other general administration that may be required from time to time

## What will you get out of working with us?

We want to be your job to have meaning and be something you enjoy, so we want all our team to:

- Have work that means something and helps change lives
- Be part of a vibrant organisation who love to innovate
- 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
- Participate in identifying your own professional development journey
- Have a Manager who really care about giving you a great working experience and being part of something that matters

## Essential and desirable criteria for this post

Essential    Desirable

### Qualifications

- Intellectually robust with a good standard of education at GCSE level or equivalent.



### Experience

- Experience of working in a health-related environment or good understanding of the issue around maintaining a healthy lifestyle.
- Using data entry systems and entering data accurately and in line with confidentiality principles.
- Experience of working in direct contact with the general public in a work-related environment.
- Experience of answering calls in a work-related environment, taking enquiries and presenting the organisation in a professional manner.



### Skills

- Excellent verbal and written communications skills including active listening with people from a wide variety of backgrounds
- Adept in technology and IT literate especially working knowledge of Microsoft Office and a good level of numeracy with the ability to analyse basic data.
- Excellent organisational skills to manage and prioritise workload, anticipate needs and work on own initiative or as part of a team.
- Excellent time management and ability to plan and allocate your tasks to meet the workload.
- Excellent attention to detail to ensure accurate data entry of sensitive information.



### Personal Attributes

- Confident and Self Motivated with lots of Passion; Flexible, adaptable and creative.
- Resourceful and able to adapt to a wide range of situations in order to get the job done.
- 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



## How do you apply?

Please send a current CV with a covering letter that explains how you meet each element of the criteria detailed above to [recruitment@beezeebodies.co.uk](mailto:recruitment@beezeebodies.co.uk).

### Your cover letter should also include answers to the following questions:

1. Where did you see this advert?
2. Why would you want to work at BeeZee Bodies?
3. Why are you confident that you would be the best person for the job?
4. What would be the first thing dogs would say to their owners if they could talk?

The closing date for this post is **Wednesday 9th January 2018** with interviews taking place the following week. The interview process involves 3 stages:

1. Initial telephone conversation
2. Group interview day
3. 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](mailto:Recruitment@beezeebodies.co.uk)

**Well done you!**

You made it through all that information - now get that application started and make the first step towards a new and exciting job.

