



Regional Coordinator

JOB DESCRIPTION

MEND (Mind, Exercise, Nutrition...Do it!), is a social enterprise with a mission to reduce overweight and obesity, and improve health. We work with local, regional, national and international partners to achieve our shared vision of a fitter, healthier happier world.

MEND offers healthy lifestyle and weight management programmes for children, families and adults that are commissioned and delivered by a range of partner organisations. We also produce resources for schools and provide training courses to support people from diverse backgrounds to deal sensitively and effectively with the issue of weight. Our family programmes are currently offered to children aged 2-13. They include MEND 7-13, England's largest community-based child weight management programme that was developed with Great Ormond Street Hospital. To date, over 17,500 families from diverse backgrounds have benefitted. MEND's resources for adults include More Active Health; a facilitated self-help programme that increases activity levels and encourages a healthy lifestyle.

In the UK, NHS Primary Care Trusts, local authorities and the Welsh Assembly Government are major customers alongside the health and fitness industry, third sector organisations and a range of corporate sponsors. MEND also has international operations in Australia, New Zealand, the USA and Denmark.

The Role

The Regional Coordinator is a critical role within the Operations Team at MEND Central. Acting as the first point of contact for all parents/carers who have registered their interest in joining one of the many MEND courses running across the UK, you will provide front line support to families, assigning them to the nearest suitable programme. Working closely with the Regional Management team and using existing policies, procedures and frameworks, you will ensure that family registrations are completed in a coordinated and professional manner.

Registration periods typically coincide with school term dates and therefore work flow is seasonal, and this is when your attention will be focused on the above duties. In addition to this role, the Regional Coordinator will be expected to provide vital administrative support to the wider MEND Team.

Regional Coordinators are responsible for a wide range of duties which include, but are not limited to -:

- Managing online registrations through MEND's web-based Operations Management and Monitoring System (OMMS)
- Providing telephone registration support
- First line support for registration data management as directed by your Line Manager
- Liaising with external delivery team Programme Managers about programme set up and activity
- Administrative support to Regional Managers and the wider MEND Team
- General office duties as required



Hours

There is a shift pattern in operation. Normal office hours are from 9am-5.30pm, but may extend to between 8am to 8pm during peak/busy periods. Your work time is a total of 37.5 hours per week.

Pay and benefits

- £17 - 18K per annum
- You will be entitled to an annual leave allowance of 24 days not including public holidays
- You will be office based, at MEND Central, London

How to apply

If you meet the above requirements, are seeking an enriching role with a dynamic social enterprise and are passionate about making a difference to childhood obesity, we would like to talk to you.

Please send your CV with a covering letter to careers@mendcentral.org

The closing date is 30th July 2010

For further information about MEND visit www.mendcentral.org

MEND is an Equal Opportunities Employer. Please note that as we work with children, we will carry out enhanced Criminal Records Bureau checks on all staff.



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PERSON SPECIFICATION

	Essential	Desirable
Experience	<ul style="list-style-type: none"> • Experience of working in an advice service or a helpline/call centre/contact centre • Able to work with people from a variety of backgrounds and ethnicities 	<ul style="list-style-type: none"> • Knowledge of public sector and voluntary agencies, and health & social care policy • Experience in care-line or helpline operations • Experience of working with children and families
Skills and ability	<ul style="list-style-type: none"> • Can deal with difficult and sensitive situations in an appropriate manner • Able to gather, analyse and interpret qualitative and quantitative information • Excellent customer service skills • Excellent written and verbal communication skills • Effective organisational skills with proven ability to multi-task and manage multiple priorities / projects simultaneously and to prescribed deadlines • Effective and committed team player yet self-starter • IT literate, with intermediate working knowledge of MS based programmes • Able to grasp and navigate new technologies and software 	
Knowledge	<ul style="list-style-type: none"> • Call centre operations • Web based databases 	<ul style="list-style-type: none"> • Freedom of Information (FOI) and data protection legislation
Personal attributes	<ul style="list-style-type: none"> • Highly personable, able to engage proactively with senior managers, local MEND Programme leaders and families and present to various stakeholder groups • Commitment to the principles of customer care • Able to work under pressure • Organised and able to prioritise work load 	<ul style="list-style-type: none"> • Interested in (family) health – specifically physical activity, nutrition and behaviour change
Qualifications	<ul style="list-style-type: none"> • A-level or equivalent qualification 	
Other		<ul style="list-style-type: none"> • Knowledge of other languages