
Senior Participant Support Adviser

Remote | Full & Part-Time

Location: Homebased

Employment Type: Permanent, full and part-time

Salary: £27,500 - £30,000 pro rata

About us

Momenta Newcastle is the delivery arm of Discover Momenta, initially set up to support people with Type 2 diabetes to lose weight and, where possible, achieve remission. We were commissioned by NHS England as one of only two organisations to deliver their Type 2 Diabetes Path to Remission programme (T2DR), formerly the NHS Low Calorie Diet (LCD) national pilot in a group format. We currently deliver T2DR in Birmingham and Solihull, North East & North Cumbria and Somerset. We have recently been awarded T2DR contracts in Greater Manchester, South Yorkshire, Bath, NE Somerset, Swindon & Wiltshire and Leicester, Leicestershire & Rutland. We deliver other Momenta programmes, including Weight Management and our innovative Cardiovascular disease (CVD) Prevention programmes.

Discover Momenta, set up in 2013, is a leading developer of evidence-based, outcome driven, healthy lifestyle solutions. These condition-specific services help people negotiate the many day to day challenges they face in living healthier lives, with a focus on weight management. Our senior team have worked together for almost 20 years and our passion is to support and empower as many people as possible with our cutting-edge programmes – safely and affordably. Our world-class behavioural interventions are delivered UK-wide in the heart of local communities by many different partners, as well as Momenta Newcastle. Our programmes' excellent health outcomes were recognised by being highly commended at the Diabetes Quality in Care Awards 2020.

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About the opportunity

The Senior Participant Support Adviser will split their time between responsibility for overseeing the Participant Support Adviser team and ensuring the highest standards of participant support and engagement (20% FTE) and delivering on the duties of a Participant Support Adviser (80% FTE). This role involves line management responsibilities, including performance reviews, coaching, and fostering a positive and collaborative team culture. The Senior Participant Support Adviser will work closely with the Operations Manager (Delivery) and other stakeholders to drive continuous improvement, enhance participant outcomes, and contribute to the success of our programmes.

Key responsibilities

- Provide leadership, guidance, and line management support to the Participant Support Adviser team.
- Conduct regular performance reviews, setting clear goals and expectations, and providing constructive feedback and coaching.
- Foster a positive and collaborative team culture, promoting professional growth and development.
- Ensure the team delivers exceptional participant support, addressing inquiries, concerns, and needs in a timely and empathetic manner.
- Monitor and analyse participant data to identify trends, areas for improvement, and opportunities to enhance participant outcomes.
- Collaborate with the Operations Manager (Delivery) to streamline processes, improve programme delivery, and optimise participant experiences.
- Work closely with the Operations Manager (Delivery) and the Participant Support Adviser team to maintain accurate and up-to-date records of participant interactions and programme-related information.

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- Collaborate with other teams, such as Onboarding and Health and Wellbeing Coaches, to ensure effective communication and coordination of participant support.
- Handle escalated participant issues, providing guidance and support to resolve complex or critical situations.
- Collaborate with the Operations Manager (Delivery) to develop and implement strategies to improve participant engagement, retention, and outcomes.
- Support recruitment and onboarding activities for the Participant Support Adviser team, ensuring appropriate training and development opportunities.
- Ensure compliance with data protection regulations and maintain confidentiality of participant information.

Essential Criteria

- Previous experience in a leadership or supervisory role, preferably in a participant support or customer service setting.
- Strong communication and interpersonal skills, with the ability to provide guidance, feedback, and coaching to a team.
- Excellent organisational and time management skills, with the ability to prioritise tasks and manage multiple responsibilities.
- Strong analytical skills, with the ability to analyse data, identify trends, and make data-driven decisions.
- Experience using CRM systems, preferably with proficiency in Iaptus or similar platforms.

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- Strong problem-solving skills and the ability to handle complex participant issues with empathy and professionalism.
- Flexibility to adapt to changing priorities and work in a fast-paced environment.
- Proficiency in using Microsoft Office Suite (Word, Excel, Outlook) and other relevant software applications.
- Knowledge of health and wellness programs, nutrition, or dietetics is preferred.
- Ability to lead by example, inspire and motivate others, and create a positive team environment.
- Commitment to continuous learning and professional development.

To apply

Complete our online application form [here](#)

Successful candidates will be required to complete an enhanced Disclosure & Barring service check

Find out more about us at www.momentanewcastle.com