
On Programme Administrator

Remote | Part Time

Location: Homebased

Employment Type: Fixed term contract, to January 2024 with possibility for extension, part-time

Salary: £18,000 - 23,500 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 On Programme Administrator provides a vital support function to the operation of both the Participant Support Team and the Coach Support Team. The role reports into our Operations Manager for delivery and the role will be busy, fast-paced and you will need to be comfortable liaising with a range of stakeholders, from Coaches and participants to Advisers and managers across multiple internal teams. The role will require someone who is comfortable using multiple systems to manage workflow, complete tasks and follow up on longer running projects.

Key responsibilities

- Work closely with the Operations Manager to ensure participant queries and concerns are actioned quickly and efficiently.
- Supporting inbound calls from participants via phone, email and in-app messaging.
- Where needed support participants with the accurate use of monitoring equipment.
- Using Iaptus, our participant management CRM, with adding and updating participant data.
- Supporting participants who experience issues in the ordering of meal replacement products.
- Setting up participant account on the Exi mobile app
- Calling participants to support attendance and retention to the programme
- Supporting the process of discharging participants from the programme via email and letter.

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- Communicating with Participants where appointments are required to be rescheduled, including virtual appointments, 1:1 in-person appointments, and group in-person appointments.
- Supporting Participants with re-ordering of kit and equipment where issues are experienced.
- Sending all clinically required communication to primary care.
- Supporting the updating of the participant website and facebook page

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Essential Criteria

- Proven experience in an administrative role, handling sensitive data
- Strong organisational skills, with the ability to manage multiple tasks and priorities effectively.
- Excellent communication and interpersonal skills, with the ability to collaborate and build relationships with internal and external stakeholders.
- Proficiency in using Microsoft Office Suite (Word, Excel, PowerPoint)
- Attention to detail and a systematic approach to managing data and documentation.
- Comfortable using multiple platforms (Iaptus CRM, Intercomm in-app messaging, and others).
- Confident, collaborative communication style
- Strong team player, with the ability to work collaboratively and foster a positive work environment.

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