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## Onboarding Adviser

Remote | Full Time

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**Location:** Fully remote homebased working.

**Employment Type:** Permanent Full Time

**Salary:** £23,500 - £27,500 per annum 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 are commissioned by NHS England to deliver their Type 2 Diabetes Path to Remission programme (T2DR), formerly the NHS Low Calorie Diet (LCD) both 1:1 in-person and digitally via our app. We currently deliver T2DR in Birmingham and Solihull, North East & North Cumbria, Somerset, Greater Manchester, South Yorkshire, Leicester, Leicestershire and Rutland, Bath North East Somerset, Swindon & Wiltshire, Bristol, North Somerset, South Gloucestershire, Mid & South Essex, Cheshire & Merseyside, Coventry & Warwickshire, and Dorset.

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.



## About the opportunity

As an Onboarding Adviser, you will be responsible for making outbound phone calls to new referrals who have been referred via Primary Care to our health and wellbeing programmes. Your primary objective will be to guide and assist participants throughout the onboarding process, providing them with essential information, assessing their eligibility, answering their questions, and ensuring their successful enrolment into the programme. This is a fast-paced, high-volume role that requires excellent communication skills, attention to detail and proficiency in utilising various software tools, including Microsoft 365 suite apps, Wildix (our call centre software), and our CRM system, Iaptus. The ability to speak additional languages and a background in a relevant discipline would be helpful.

## Key responsibilities

- Conduct outbound phone calls to new referrals, providing a warm and professional introduction to our programmes.
- Answer queries through inbound phone calls promptly.
- Educate participants about the programme details, benefits, and expectations, emphasising the role of nutrition and dietetics in achieving their health goals.
- Address participant inquiries, providing accurate and helpful information to ensure a clear understanding of the program and its requirements.
- Guide participants through the onboarding process, including eligibility assessment, registration, and booking onto programmes either in person or digitally.
- Utilise Microsoft 365 suite apps with particular emphasis on MS Bookings and Outlook, Wildix, and our CRM system effectively to record participant information, update relevant data, and maintain accurate records.
- Meet and exceed key performance indicators (KPIs) related to call volumes, participant conversion rates from referral to booking to attending session 1, and other assigned metrics.
- Collaborate closely with other team members, including Senior Onboarding Adviser to ensure a seamless participant experience.
- Adhere to company policies, procedures, and data protection regulations, maintaining the highest level of confidentiality and professionalism.

## Essential criteria

- Proven experience in a telephone-based role, preferably in a high-volume environment.
- Excellent communication skills, both verbal and written, with the ability to engage and build rapport with participants.
- Strong organisational skills, time management and attention to detail, ensuring accurate and thorough documentation of participant interactions and data entry.
- Proficiency in using Microsoft 365 suite apps, including Outlook, Excel, and Word.
- Ability to work independently, prioritise tasks, and meet deadlines in a fast-paced environment.
- Empathy, patience, and a compassionate approach in dealing with participants.
- Willing and able to work from home.
- Able to follow detailed standard operating procedures.

## Desirable criteria

- Familiarity with call centre software and CRM systems is highly desirable.
- Proficient in additional spoken languages e.g. Urdu, Punjabi, Bengali, Polish.
- Interest in, knowledge of or qualifications in Type 2 diabetes, nutrition, behaviour change.
- Experience of working in a health or social care role.
- Flexible with respect to working hours (willing to work a minimum of one evening per week).

## 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](http://www.momentanewcastle.com)