

THE SLIMMING CLINIC™

Doctor Led Personal Weight Loss

Position: Patient Support Partner

Location: Ringwood Area

Full-time including weekend availability

Who is The Slimming Clinic?

The Slimming Clinic is proud to be the UK's largest online provider of private non-surgical medical weight management solutions, specialising in clinician-led and patient-centred weight loss programmes for those with overweight or obesity.

The company, founded in 1984, helps patients achieve their weight loss goals through medical consultation, behavioural change, and prescription medication. With over 35,000 patients on our database, we help thousands of patients each year to lose weight, improve their lifestyle and health, and gain confidence.

We aim to provide a safe, effective and complete weight loss service across the whole of the UK, and we are looking to recruit the best candidates help us deliver our gold standard vision to our patients.

Why work for The Slimming Clinic?

Our teams support patients through their weight loss journey, and being part of such a positive, transformative change is incredibly rewarding. We are changing lives for the better and that satisfaction of achievement is shared between our patients and our medical teams.

We are a rapidly developing company, expanding and implementing exciting new plans.

We provide generous compensation, great benefits, in-depth training and a supportive company structure to ensure you are set up to succeed and enjoy every shift.

The Role

The Patient Support Partner role is a full-time on-site position which involves working Monday to Friday, as well as one Saturday per month (with one week day off in lieu) based on our staff rota. Please note however that there may be some remote work involved initially.

You will be an important point of contact for our patients. You will answer queries, guide them through the ordering process, and based upon the doctor's recommendations, contact patients to confirm their treatment plan.

Key Responsibilities:

On a day-to-day basis your responsibilities will include:

- Booking appointments for patients in an efficient manner, ensuring that all data is captured correctly and accurately entered into our database.
- Conducting outbound activity to follow-up on potential new patient enquiries as well as re-engaging lapsed patients.
- Following-up with patients with regards to their online order, chasing up missing information, updating patients on their orders and giving them feedback from the Doctor.
- Resolving patient issues.
- Managing other incoming enquiries via telephone, voicemail, web and live chat
- Ensuring that patients' records are properly maintained and kept up to date in accordance with data protection requirements.

Who is this suitable for?

We are looking for someone who is customer-focused with a positive and pro-active approach. You will be a confident and friendly individual who work well within a dynamic team, and able to manage a busy workload.

Experience of sales including strong objection handling skills is essential as is experience of working in a call centre (both inbound and outbound)

You must be good with numbers and have the ability to work across multiple systems, using spreadsheets to report sales and other data.

You will also have excellent verbal and written communication skills.

The successful candidates will receive extensive training and support providing them with the in-depth knowledge necessary to complete all tasks to our gold standard.

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The recruitment process will begin with a group introduction when we will tell you more about The Slimming Clinic and when you can ask any questions you have.

Please note that you must be based in the Ringwood area and a UK taxpayer to be considered for this role.

Benefits:

Salary: £23,000

Non-contractual commission scheme

A dynamic and supportive team.

Application Process:

To apply, please submit your CV and a cover letter telling us why you want this position.

We are an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.