

Job description

Specialist Dietitian

Reports to:	Diet & Health Manager
Based at:	Coeliac UK Head Office, High Wycombe
Contract Type:	Permanent, Full Time (35 hours per week)
Salary grade table:	Specialist (SP4.1)
Line management:	No direct reports
The role:	The role of Specialist Dietitian encompasses all aspects of coeliac disease, including pre-diagnosis, diagnosis, long-term disease management and knowledge of the associated conditions. The post holder will support individuals throughout the full journey experienced by our community, providing evidence-based dietary guidance and practical support.

This role involves delivering up-to-date information and advice in response to enquiries through our Helpline Service, as well as contributing to workshops and external events. The Specialist Dietitian will play an important role in educating others, raising awareness of coeliac disease, and advocating for those living a gluten-free life.

Working within the Membership, Services and Volunteering Directorate and part of the wider Audience Engagement Department the role requires good team spirit and collaboration, creating a positive and productive workplace culture whilst having a strong understanding of all member services and resources to ensure the delivery of a high-quality, well-rounded support service for our community.

Key responsibilities

- Be the first point of contact on all enquiries regarding the gluten-free diet, coeliac disease and related health conditions via the Coeliac UK Helpline service in a compassionate and appropriate manner.
- Co-create content for digital and printed collateral for diet and health and food and drink related topics. Assuring consistency and accuracy of the information delivered to our community.
- Play a key role in providing information and support on specific food and drink products.
- Work with team members to maintain a high-quality service with agreed work processes, policies and standards.
- Produce and contribute to articles in internal and external publications such as the Coeliac UK Live Well Gluten Free magazine, monthly newsletters and a range of health and consumer press as required.
- To assist and/or lead on team related projects, aligning with our organisational strategy, delivering to a high standard and within deadline.

- To deliver and assist in the delivery of the Diet and Health Workshops within normal working hours and at least once per month outside normal working hours autonomously.
- To manage food alerts, collaborating with the necessary wider teams to ensure the alert is appropriately communicated to our community.
- Maintaining and updating key membership, diet and health and food and drink resources.
- Effectively promote the charity and have an understanding of all membership services and resources.
- Represent Coeliac UK on occasion at internal and external meetings, conferences and events such as The Gluten Free Food Markets.
- To have a continuing professional and personal development plan.

Knowledge, skills and experience

- Professional qualified dietitian with HCPC registration, educated to a degree standard
- A motivated individual with initiative and a structured approach to work, who has good organisational skills
- Excellent verbal and written communication and inter-personal skills
- Maintain professional standards
- Co-operative team player with practical and 'can do' attitude incorporating a flexible approach in a rapidly moving environment
- Well informed and able to assimilate information accurately and speedily
- Able to work under pressure, meet deadlines, manage projects and prioritise tasks
- Self-motivated and able to work without close supervision
- Experience of providing individual help and support either in a helpline or care setting environment
- Good IT skills including systems such as Microsoft Office and various digital systems and databases. Must have an attention to detail with numeracy and data entry

Competencies

1: General profile
Offers mentoring/guidance to others.
Is a key contributor, acts individually as a specialist expert in own area or as a team leader providing direction for others.
Acts with no supervision.
2: Technical expertise; building & maintaining
Demonstrates depth/breadth of knowledge/skills in own area.
2: Technical expertise; applying & anticipating
Applies knowledge/skill through handling complex problems and/or co-ordinating work which may extend beyond own area of expertise; shares expertise with colleagues and other work groups.
3: Client/organisation orientation; client response

Proactively acts to understand client needs and identify solutions to non-standard tasks/queries; actively seeks opportunities.
3: Client/organisation orientation; organisation understanding
Interprets internal/external organisational issues; makes changes to own and others work to meet these.
3: Client/organisation orientation client response; costs
Manages costs against specific contracts.
4: Creating & delivering solutions; problem solving
Anticipates patterns and links; looks beyond the immediate problem to the wider implication/knock on effect; takes a new perspective on existing solutions to complex problems.
4: Creating & delivering solutions; planning & organising
Develops longer term plans which effect own and other areas and manages resources to achieve the plan.
5: Working relationship; communicating, negotiating & influencing
Explains/presents highly complex ideas; anticipates potential objections and prepares case accordingly; influences others.
5: Working relationship; teamwork, coaching & guiding
Acts as a facilitator and mentor; moves the team forward; may be a team leader.
5: Working relationship; networking
Creates networks internally and externally.

This job description is not intended to be an exhaustive list of duties to be performed by the employee. This job description may be altered to reflect the needs of the charity.