

Beat
Eating disorders

**Advocacy
Coordinator**

Candidate pack



OUR VALUES

At Beat, we share the vision of an end to the pain and suffering caused by eating disorders. We are inspired by the people we serve, by the difference we can make, and by our commitment to each other.

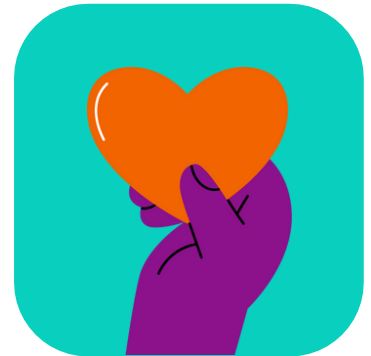
To make our vision a reality, we need to be bold. It takes a particular courage for our beneficiaries to ask us for help. And we need to be courageous in return – being proactive in seeking new opportunities, embracing new ways of working, and challenging things that are preventing our vision from becoming a reality.

Central to our success is our commitment to building and maintaining supportive and mutually empowering relationships with our colleagues, supporters and beneficiaries. In turn, these relationships provide us with unique experience and learning, which we use to speak with both compassion and authority about the realities of eating disorders.

We also believe that people performing at their best are happier in their work and that happy people perform at their best. So we create and protect a trusting and collaborative environment where people can experiment, learn and flourish.

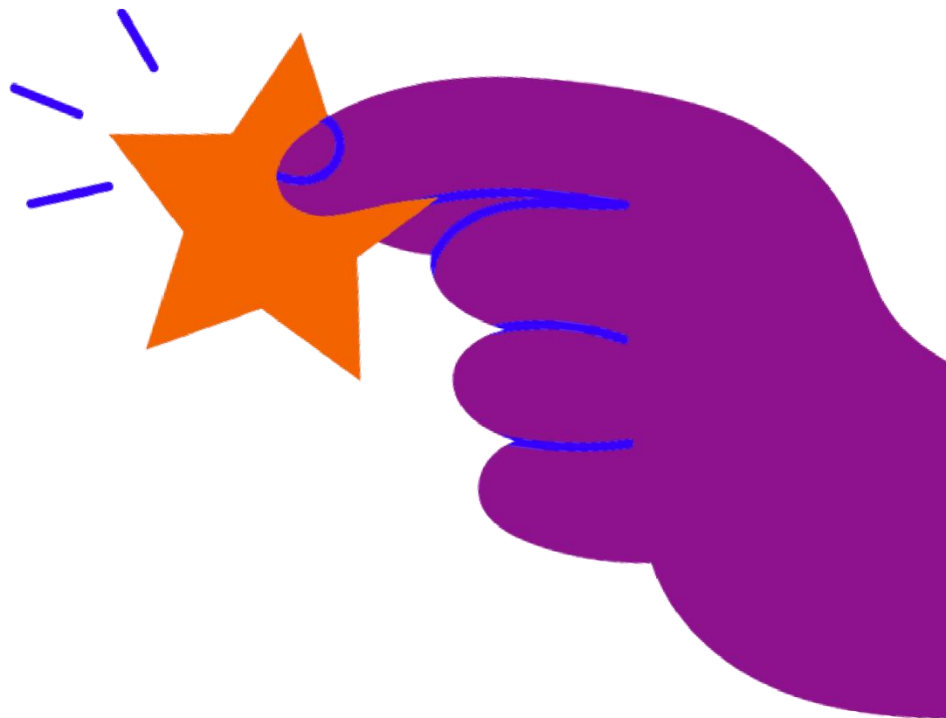
We all have the responsibility of ensuring our behaviours and relationships reflect these values on a day-to-day basis and for holding ourselves and each other accountable when they do not.

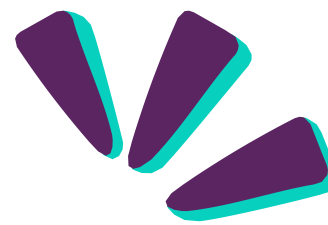
When we get this right, we will achieve brilliant results together, making Beat a truly inspiring and enjoyable place to work.



PRINCIPLES FOR BEAT MANAGERS

Managers are collectively responsible for the success of Beat's strategy. They are expected to model and champion our values, building a trusting and empowering working environment where everyone's views are heard and valued and where people are working to their strengths.





OUR COMMITMENT TO EQUALITY, DIVERSITY AND INCLUSION

We cannot succeed in our mission to end the pain and suffering of eating disorders unless we are able to help everyone affected by eating disorders and address inequalities in experience and outcomes.

We take equality, diversity and inclusion seriously at Beat and we are committed to ensuring EDI is embedded in our service provision and our individual behaviours.

We recognise that there are still significant barriers that deny equal access to the information, support and treatment that everyone affected by eating disorders deserves. As an organisation we will reduce barriers to those seeking our support and use our voice and influence to tackle inequalities and drive change.

We know that we need a diverse, passionate workforce to deliver our mission. We are committed to recruiting, retaining, and promoting a diverse mix of individuals who are representative of the communities we serve.

We believe that everyone should be able to be themselves, feel respected and be empowered to give their best and reach their full potential. We will create a safe and inclusive culture where everyone can progress and thrive, and has a sense of belonging. It is all of our responsibility to make Beat a fair and equal place to work, where we all promote equality, value diversity, and work inclusively.

We expect all of our third-party suppliers and partners and everyone involved in Beat's activities to act in line with our EDI policy. We do not tolerate disrespectful behaviour towards each other, supporters or members of the public. Any breaches of this policy are taken seriously by the organisation.

We know that eating disorders do not discriminate. They can affect anyone, of any age, background or circumstance. We also know that it is only by actively working to eliminate discrimination and create equality that we will be able to end the pain and suffering of eating disorders for good.

JOB DESCRIPTION

Job title	Advocacy Coordinator
Department	Services
Hours per week	17 (part time) normally worked over 2 days - see the information later in this pack for further important details on Beat's working hours. This role may include the need for some evening work.
Salary	£27,807 (pro-rata)
Contract	Permanent
Location	Home-based with the ability to travel to meetings in Norwich, London or elsewhere in the UK as required - See page 16 for more information on homeworking.



We've taken the We Show the Salary pledge to show salary info on 100% of our job ads.

PURPOSE OF THE POST

To ensure that people with eating disorders and their carers are able to overcome obstacles to receiving the treatment or information guidelines say they have a reasonable entitlement to.

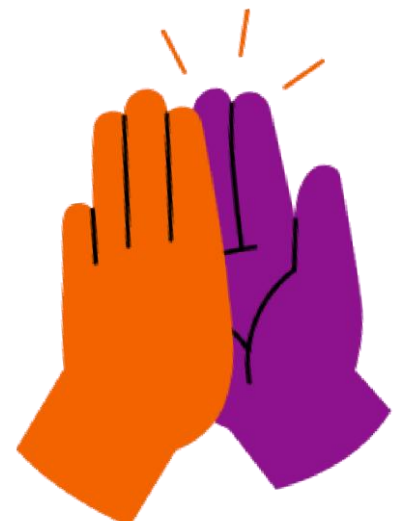
This is achieved through delivery of the different strands of the Advocacy programme, including ensuring the helpline is optimally trained to support self-advocacy, direct casework, an advisory service for politicians, an artificial intelligence tool that provides letters, and challenging systemic causes of decisions contradictory to national guidance.

ABOUT THE POST

Beat's advocacy programme supports people affected by eating disorders, and their carers, to access the treatment, information and support they are entitled to within national guidance. Too often, people face barriers to care, delays in accessing treatment, or decisions that do not appear to reflect relevant guidance. The advocacy programme aims to help people challenge these barriers, understand their rights and options, and feel more confident to advocate for themselves or those they care for.

The Advocacy Coordinator will play an important role in delivering and developing this work. This will include providing direct advocacy support, working closely with Beat's Helpline and volunteer teams, supporting self-advocacy through resources and letter-writing tools, and helping to identify wider themes or systemic issues that may be affecting access to care.

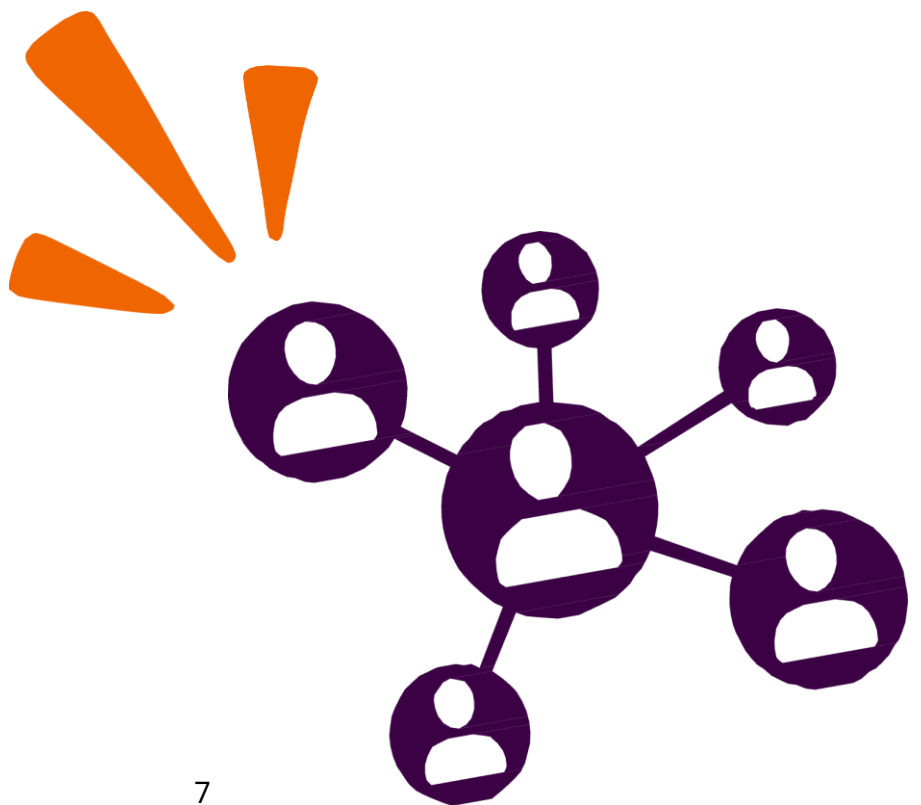
The postholder will need to combine empathy and strong communication skills with attention to detail, confidence in working with guidance and processes, and the ability to challenge decisions constructively where needed. This is a varied role that requires sensitivity, tenacity and a strong commitment to ensuring that people affected by eating disorders are listened to, taken seriously and able to access the care they need.



MAIN RELATIONSHIPS

The postholder will report to the Head of Service Development, and be a part of the Helpline team.

The postholder will work closely with the helpline and volunteering team, the policy and campaigns team and our nations leads. They will work with people with eating disorders and their carers, as well as having regular contact with healthcare professionals to improve access to care in line with guidelines.



KEY RESPONSIBILITIES

1. Provide direct casework support to people with eating disorders and/or their carers to obtain the treatment, information or other relevant decisions to which they have a reasonable entitlement or expectation within national guidance, including when other avenues to overturn such decisions have failed.
2. Provide training and support to Beat's helpline and volunteer team to enable them to deliver additional support for service users to overturn decisions themselves, and to ensure they have the information and processes they need to facilitate service users receiving support from different strands of the advocacy service as required.
3. Support and monitor referrals from the helpline, ensuring regular communication so that referrals to the casework service do not exceed capacity, and that the referral process is effective.
4. Use the artificial intelligence tool to provide letters to support people with self-advocacy, ensuring that relevant processes are in place and followed, and support future growth where relevant.
5. Provide advice to politicians representing their constituents who are unable to access the right care or information, ensuring the relevant processes are in place and followed.
6. Where NHS policies, commissioning decisions or other systemic issues are a cause of people being denied treatment, seek action to address them.
7. Contribute to the development of and creation of resources to support the growth of the advocacy programme.
8. Accurately enter service user information and record progress on different strands of the advocacy programme into central systems to support effective operation of the programme.
9. Work with teams within Beat to monitor and evaluate data captured through Beat's central systems, identifying opportunities to improve the quality, relevance, and consistency of data collected.
10. Facilitate group sessions, ensuring they are safe, inclusive and purposeful spaces where people with lived experience can share concerns, identify common themes, and contribute to service improvement, policy and campaigning priorities.
11. Follow and maintain procedures such as safeguarding and data protection, and remain within the scope of service at all times.
12. Keep up-to-date and well informed on issues and developments relating to eating disorder (and other relevant) guidelines.

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14. Ensure own behaviour is fully supportive of an inclusive culture in relation to all colleagues and other stakeholders.
15. Identify own personal learning and development needs and seek opportunities to address them.
16. Other responsibilities relevant to the purpose of the role as required by the line manager.

These responsibilities are subject to review and may be varied in emphasis depending on operational requirements.

Additional Information

There may be occasional opportunities for additional hours within this team or across other areas of Beat, depending on organisational need and funding. This could include targeted advocacy work, supporting the Patient and Public Involvement and Engagement (PPIE) team through the facilitation of groups and panels, clinical advice coordination, report writing, or other related project work.

PERSON SPECIFICATION

Candidates should take each of the points in the three sections of the person specification and, using each as a sub-heading in the application form, demonstrate how they meet the requirements of the role. Please ensure that real life experiences are used within your answers.

We ask that all candidates can demonstrate they have the “core” skills but if you do not have all the “valued” skills you may still be considered depending on the experience you would bring – transferrable experience (including voluntary, care-giving, community) is welcome.

Core Skills

- A good understanding of NHS service structures across the UK and relevant national guidelines, particularly where these affect people seeking help for an eating disorder, or the ability to develop this knowledge.
- The ability to advocate effectively for people affected by mental health issues, ideally eating disorders, including supporting people to understand their options and challenge barriers to care.
- Good organisational and administrative skills, including the ability to manage casework, record information accurately, follow agreed processes, and work within the scope of the service.

Valued Skills

- Experience of facilitating or supporting groups, meetings or panels, particularly involving people with lived experience, carers, volunteers or other stakeholders.
- Confidence in talking to different clinicians about treatment decisions, and communicating sensitively, including where there is an existing working relationship
- Experience of contributing to service improvement, resource development, data monitoring, report writing or other related project work.

Specific Knowledge

- A good understanding of NHS structures across the UK and relevant decision-making processes, particularly where these affect people seeking help for an eating disorder.
- An understanding of the challenges people with eating disorders and their carers may face when trying to access treatment, information or support.
- Awareness of national guidance relating to eating disorders, or the ability to develop this knowledge quickly.
- An awareness of safeguarding principles, confidentiality, data protection and the importance of accurate record keeping when working with sensitive personal information.



WHO WE ARE

Beat is the UK's eating disorder charity. We exist to end the pain and suffering and loss of life among people affected by eating disorders:

- ◆ We help them to understand their illness, support them to get treatment and help them towards recovery.
- ◆ We help families and carers know how best to support a loved one into, through and out of treatment.
- ◆ And we train teachers, health professionals and other key individuals to spot when someone is showing the early signs of an eating disorder, how to talk to them and how to encourage them to seek and get treatment as quickly as possible.

We use our experience to campaign for better government policy and health service practice that addresses the challenges faced by people with eating disorders, always guided by the experience of our beneficiaries and the expertise of clinicians. We work both nationally and locally, focussing on three priority areas: early intervention, family empowerment and prevention & cure.

WE HAVE A STRATEGY FOR 2025–30 WHICH CAPTURES BEAT'S PURPOSE:

- **Eating disorders are not inevitable,**
- **Recovery is always possible.**
- **Beat helps those affected now,**
- **And works to prevent others being affected in the future.**

Over the next five years, we will deliver this purpose through three major programmes, each driving forward the change that people affected by eating disorders urgently need:

- We will answer the Call
- We will spread the Word
- We will change the record

Beat has been working for people with eating disorders for almost 50 years. Anorexic Aid was formed in Manchester in 1974 while Anorexic Family Aid was created in Norwich in 1976. The two organisations merged in 1989 to become the Eating Disorders Association. We have been known as Beat since 2007. Our registered name changed to Beat (formerly Eating Disorders Association) in October 2018.



ABOUT EATING DISORDERS

Eating disorders destroy lives. They steal childhoods, devastate relationships and pull families apart. And they can be fatal. They are serious mental illnesses and include anorexia nervosa, bulimia nervosa and binge eating disorder. There are **1.25 million people in the UK** with an eating disorder at any one time, with around **130,000 falling ill each year**. While more women are affected than men, and eating disorders commonly emerge during adolescence, they affect people of all ages and genders.

On average, it takes someone over 3 years from falling ill before they seek treatment, followed by more than 6 years of waiting, therapy, semi-recovery and relapse before they get better. PwC estimates that this costs the NHS £4 billion per year. However, it doesn't have to be this way: if someone starts treatment early, they have a good chance of making a rapid and sustained recovery.

Parents, siblings and other family members are also seriously affected. They should be enabled to help their loved one into a quick and sustained recovery but they can only play their role if they have full understanding, are fully supported and engaged by the health services, and if their own wellbeing is protected. However, they commonly report not being given useful information when a loved one is diagnosed, so they can't stop things getting worse while waiting for treatment to start and they don't know how to support their treatment regime. Families and carers also find that supporting the sufferer has a negative impact on their own physical and mental health.



WORKING TOGETHER

Our statement of values (see earlier section) is a description of how we work at Beat when we are working together at our best. As the statement concludes, when we get this right we will achieve brilliant results, making Beat a truly inspiring and enjoyable place to work.

Central to those values is the conviction that happy people are more likely to perform at their best, and that people performing at their best are more likely to be happy in their work.

Everyone at Beat therefore has a responsibility for modelling our values and doing whatever is needed to make sure we are working together at our best for as much of the time as possible.

Managers in particular are expected to create an environment of cohesive and focussed teamwork built on trust, understanding and a shared determination to achieve great results. They put their people first and give them the support and freedom they need to innovate and succeed. The definition of a good manager at Beat is someone who is leading a happy and high performing team.

So if you are successful in your application, you can expect regular meetings with your line manager to share ideas, ensure wellbeing, support and review your progress. They will encourage your learning and development, enabling you to spend on average at least 10% of your time on L&D using a wide range of options. And they will ensure you have all the information and connections you need to do your job to the best of your abilities.



BEAT'S SHORTER WORKING WEEK

Beat has permanently adopted two significant changes to our working practices:

- 1) Reducing the full-time working week to 34 hours over 4 consecutive days without reducing pay.
- 2) Allowing significantly greater flexibility to work from home

These changes were introduced to help protect staff wellbeing during the Covid pandemic, but were so valued by our colleagues – and resulted in higher productivity despite the reduced hours – that we have made them permanent.

Therefore most full-time staff at Beat work 8.5 hours per day Monday- Thursday, with considerable flexibility available providing that necessary diary commitments can be met. Part-time working patterns are agreed on an individual basis but with the 4 day week as a starting point.

No internal meetings are arranged on Fridays and the office is closed (although still available for use as needed and in the case of personal preference). Full time staff are nevertheless required to be available to work on Fridays when required for meetings unavoidably organised by other organisations, with time to be taken off in lieu.

A slightly different version applies for the Helpline but the principle remains that full-time means working for 34 hours across 4 consecutive days.

Staff who are unable to work 8.5 hours in a day (e.g. because of caring responsibilities) can work some of their hours on Friday and requests for this working pattern would only be refused for very specific business needs or wellbeing requirements. Any full time staff choosing this option would nevertheless need to be available for engagements considered as 'business need' on Monday to Thursday, with notice given and TOIL to be taken as necessary.

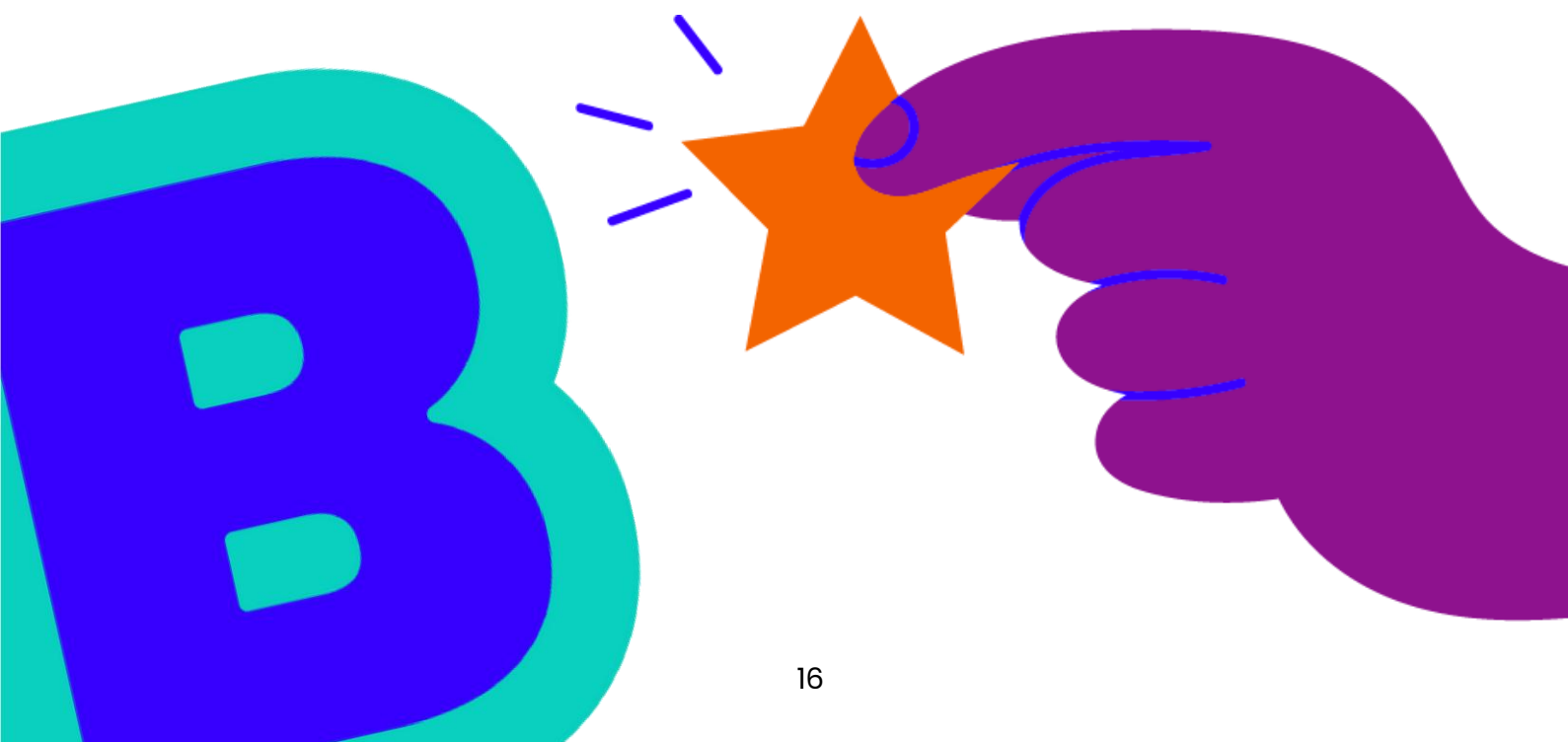


BEAT'S OFFICES AND HOME WORKING

Beat's head office is in Norwich. Staff who are based in the office must be present there when a business need arises and can choose to work there whenever they like. Except for roles which can only be fulfilled in the physical office, staff also have a high degree of flexibility to work from home.

People who are recruited to be fully or partly home-based will be provided with a laptop and relevant other necessary equipment. All home-working postholders must ensure an internet connection of sufficient speed to attend meetings by video conferencing without disruption.

Staff are required to attend meetings in the Beat office (or elsewhere) when there is a business need. They are also expected to travel to meet business needs, which vary depending on the role. Expenses will be paid for any required travel to locations other than the postholder's normal place(s) of work.



RESILIENCE AND WELLBEING INTERVIEW

Our work at Beat involves supporting vulnerable people who may be in distress, and all staff are likely to come across potentially upsetting content. This can be difficult for staff at times and for some it can have a negative impact on their health and wellbeing. We value the insight that those with lived experience can bring to their role while making every effort to ensure the work does not negatively impact them.

In order to best protect our team, and ensure all staff are able to thrive at Beat, we conduct a resilience and wellbeing interview as part of the recruitment process. The purpose of this conversation is not to assess mental health or wellbeing, and applicants with existing or past mental health conditions will not be disadvantaged.

Instead, this is an opportunity to discuss how you manage emotionally demanding situations, what support networks you have in place, and how you balance work with life. This will help to ensure that applicants understand the pressures of the role and are able to meet them. It also helps us to understand what support you might need from Beat to thrive in your role.

HOW TO APPLY

Full information about this role including application forms are at www.beateatingdisorders.org.uk/vacancies. For guidance on completing the application form and our interview process go to <https://www.beateatingdisorders.org.uk/about-beat/who-we-are/join-the-team/> and scroll down to the Candidate Toolkit.

If you have any specific questions on the process, please email jobapplications@beateatingdisorders.org.uk or call 01603 753311.

Completed application forms should be returned via the website page above by 9am on **8th July 2026**. All applications must be on the Beat application form. CVs will not be considered unless by prior agreement.

We may close this vacancy early if we receive a high number of applications for the role. Therefore, if you are interested, please submit your application as early as possible.

Shortlisted candidates will be informed by close of business on **16th July**. If you have not heard from us by this date, please assume that your application has not been successful.

First interviews will take place on **21st July** remotely, second interviews will likely be held on **22nd July** remotely.

