



Bookings Administrator, Job Description and Person Specification

Job title: Bookings Administrator

Reports to: Communication Services Team Leader

Direct reports: None

Objectives:

- To support the Co-operative's Communication Services in a way that supports the co-operative's operation and success.
- To support staff, customers and suppliers efficiently to successfully deliver the service and meet the co-operative's mission.

Accountability:

The Bookings Administrator is accountable to the Communication Services Team Leader to achieve the following goals of the Co-operative:

- Delivery of the co-operative's Communication Services
- Promotion of the co-operative and its member's services
- Supporting the recruitment of members and suppliers
- Supporting the management of members and suppliers
- Supporting contract management
- Financial reporting
- Adhering to the co-operative's ethos

Relationships:

The Bookings Administrator must develop good working relationships with the following stakeholders:

- The Business and Development Manager
- The Communication Services Team Leader
- Members of the Co-operative
- Staff
- Consultants or contractors
- Relevant support organisations
- Suppliers
- Key markets

Main duties will include:

- Dealing with phone calls, texts and emails from customers / professionals
- Booking in interpreters and other communication professionals for Deaf people for NHS bookings or for other work such as conferences, meetings, training courses, universities and at other organisations
- Resolving issues such as cancellations, reallocating professionals, emergency bookings (e.g. A&E)
- Working out and sending quotes
- Liaising with interpreters and other communication professionals for Deaf people
- Supporting business development

General Information:

Performance and Quality: Ensure all work undertaken is aligned to the co-op's business plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

Policies and procedure: Ensure the effective implementation of Signalise Co-op's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Signalise Co-op.

Equality and diversity: Signalise Co-op aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

Confidentiality: The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification:

Essential Skills:

The Bookings Administrator must have skills in the following areas:

- Excellent customer service skills and comfortable in a client-facing role
- Strong organisational skills and attention to detail
- Ability to meet strict deadlines and follow contractual service levels
- Ability to deal with emergencies and changing priorities
- Ability to work in a busy and fast-paced environment
- Excellent IT skills with good knowledge of Word and Excel, with the ability to learn how to use a CRM, dashboards and other applications
- Excellent communication skills (written and verbal)
- Ability to follow processes and develop these where needed
- Problem solving skills and the ability to think creatively
- Ability to work autonomously, yet with full support from management

Desirable Skills:

Proficiency in these areas will be highly valued:

- Knowledge of BSL interpreting and other Communication support interpreting provisions e.g. lip speaker, deaf/blind communication support
- BSL skills up to level 3
- Understanding of Deaf community members communication needs
- Understanding of Deaf culture