



## **Signalise Co-op Bookings Administrator**

Dynamic and rewarding role working in a busy service providing British Sign Language (BSL) Interpreters to Deaf people and organisations such as the NHS (GPs, hospitals, mental health services and out-of-hours services such as A&E), charities, small and large organisations across the private and third sectors.

### **Who we are:**

Signalise is a co-operative of British Sign Language (BSL) Interpreters and Deaf people as members, who co-own and co-run the business, delivering expert interpreting services that involve our users. We rely on technology to provide a better service to all users of the service and are pushing for change that benefits all users of services, especially Deaf users.

As a relatively new organisation, we are growing fast and need a dynamic, flexible, professional and hard-working individual with a commitment to equality and social values to join our friendly and growing team.

### **The role:**

You will work closely with our Communication Services Team Leader to provide a high quality and efficient service, booking British Sign Language (BSL) Interpreters and other communication professionals for Deaf people and organisations. You will help the business to achieve agreed targets whilst working to the co-operative's ethos.

### **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

### **Person specification:**

#### **Essential:**

- 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:**

- Knowledge of BSL interpreting and other communication support provisions e.g. lip speaker, deafblind interpreting communication support
- BSL skills
- Understanding of Deaf community members communication needs
- Understanding of Deaf culture

**Benefits:**

- 31 days holidays per annum (32 days in 2022, normally 31 per annum)
- Extra day off for your birthday
- Employer and employee contributory pension
- Flexible working providing core hours are covered
- Membership of the co-op
- Any work done in on-call hours can be taken as paid time at the hourly rate or as TOIL

**Further information:**

Salary: £20-24k per annum (full time equivalent) depending on experience (plus London weighting if applicable).

Hours: 37.5 hours Monday - Friday. Or part time for 3 days per week or more.

The service is 24/7 with core service hours of 08:00 - 18:30.

You will be required to cover the on-call rota days (approximately 1 weekend in 4, plus 2 evenings per week. There is some flexibility providing core service hours are covered.

Location: Home based with opportunity for face-to-face meetings. Must have a quiet, private space from which to work.

We are keen to receive applications from members of the Deaf community. Please let us know if you require any reasonable adjustments.

Must have the right to work and be based in the UK.

Please apply via [Charity Jobs](#).