

Job advert

Signalise Co-op Bookings Administrator

Friendly, professional, enthusiastic and dedicated to social values? We need you!

£20-23k per annum. 37.5 hours. Monday - Friday, with additional on-call rota days (1 weekend in 4, plus 2 evenings per week, toil for any work done in those hours). 12 month fixed term contract (with expectation to extend).

Signalise is a platform co-op providing British Sign Language (BSL) Interpreters. We have an exciting opportunity for a Bookings Administrator to join our dynamic and supportive team. You will work closely with our Communication Services Team Leader to provide a high quality and efficient service, helping the business to achieve agreed targets whilst working to the co-operative's ethos.

Responsibilities will include coordinating bookings of BSL interpreters for Deaf people in a variety of areas. Accepting and making calls. Dealing with bookings and general enquiries. Supporting marketing and business development and communicating to members and external stakeholders. Creating reports, minutes and proofreading documents, supporting other staff where necessary.

Requirements:

- Excellent customer service skills and comfortable in a client-facing role
- Strong organisational skills and attention to detail
- Ability to meet strict deadlines, follow contractual service levels and prioritise your time effectively
- Excellent IT skills with good knowledge of Word, Excel, Databases with the ability to learn how to use 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 outside the box
- 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 to level 3
- Understanding of Deaf community members communication needs
- Understanding of Deaf culture

Our co-operative is co-run and co-owned by its members, who are Deaf people and BSL interpreters. As an employee you can become a member and have a say in how the business is run. We are keen to receive applications from members of the Deaf community. Annual leave is 30 days (including public holidays) with an additional day off for your birthday!

Location: mainly home-based/remote with occasional visits to the office and events to attend

How to apply:

To apply please send a copy of your CV and a covering letter to: hello@signalise.coop.

Closing date for applications: 8th November 2021

Interview to be held on: 15th November 2021