



Bookings Administrator, Job Description

Position title:

- Bookings Administrator

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.

Authority:

- The Bookings Administrator will carry on the business of the co-operative under the direction set by the Communication Services Team Leader and will act on the Co-operatives' behalf.

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

The main duties of the Bookings Coordinator role include:

- The Bookings Administrator will:
 - Coordinate bookings of Sign Language Interpreters for Deaf people in a variety of areas including health appointments
 - Accept and make calls
 - Dealing with bookings and general enquiries
 - Support marketing and business development activities
 - Support communications to members and external stakeholders
 - Creating reports/minutes/notes and proof-reading documents
 - Supporting other staff where necessary

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, 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 Skills:

- Proficiency in these areas will be highly valued:
 - Business development
 - An understanding of co-operative businesses
 - Networking and relationship building
 - Conflict resolution
 - Marketing and sales
 - 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

Salary:

- £20-23k (plus £5k London Weighting if applicable); negotiable; depending on education and experience
- 37.5 hours per week (Monday - Friday)
- 12 month fixed term contract (with expectation to extend)
- Emergency bookings cover - you will be expected to be on an on-call rota system (one weekend every 4 weeks and 2 evenings per week), time worked on calls and making bookings to be recorded and claimed back as toil
- Location home-based/remote with occasional visits to office/events/meetings
- Annual leave cannot be taken at same time as other staff members without management approval
- Pension contribution by employer of 5%
- Annual leave entitlement 30 days (pro-rata for job share/part time staff)
- Day off for your birthday!