

## Job Description

# ClickBSL Language Service Professional

Full Time/Part-time

## About Positive Signs

Positive Signs is a Deaf-led organisation dedicated to breaking down communication barriers and promoting true Deaf inclusion.

Through our core brands — **Deaf Inclusion**, **ClickBSL**, **DeafWork**, and **BSL Guru** — we deliver interpreting, training, translation, and employment services that empower Deaf people and support employers to become genuinely accessible.

## Job Title

ClickBSL Language Service Professional (LSP)

## Hours of Work

Full-time and Part-time available, aswell as contract and freelance

## Location

Remote (desktop-based, working from home with dual-screen setup)

## Reports to

ClickBSL Service Delivery Manager

## Works with

Interpreting/ClickBSL

## Package

- Salary: Depending on contract & experience
- Flexible working, with set shifts agreed in advance
- Breaks in line with ClickBSL Break Policy

## Description

### Purpose

LSPs deliver high-quality BSL interpreting and customer support services via the ClickBSL app. They ensure Deaf customers can access workplace communication, technical assistance, and day-to-day support in real-time. LSPs are responsible for maintaining professional standards, confidentiality, and customer service at all times.

## Key Responsibilities

### 1. Interpreting & Communication Support

- Provide accurate and impartial interpreting between BSL and spoken English.
- Support customers with workplace communication such as meetings, phone calls, and informal interactions.
- Assist with form-filling, note-taking, and proofreading where required.

### 2. Customer Service

- Deliver professional, courteous, and supportive customer service on every call.
- Ensure customers feel confident and respected in using ClickBSL.
- Follow the Customer Service and Complaints & Feedback Policies at all times.

### 3. ClickBSL App Usage

- Log in and out of the ClickBSL desktop app as scheduled.
- Manage calls effectively using a dual-screen setup.
- Report technical issues promptly to the Deaf Tech team.

#### **4. Compliance & Safeguarding**

- Follow GDPR, Confidentiality, and Safeguarding Policies.
- Report safeguarding or incident concerns immediately in line with policy.
- Uphold equality, diversity, and inclusion in all interactions.

#### **5. Professional Standards**

- Adhere to the ClickBSL Code of Conduct at all times.
- Maintain impartiality and professionalism, avoiding personal bias.
- Participate in Performance Reviews and CPD activities.

#### **6. Teamwork & Development**

- Work collaboratively with other LSPs and the Deaf Tech team.
- Attend training sessions, CPD workshops, and staff check-ins.
- Contribute feedback to improve ClickBSL services.

## **Person Specification**

### **Key Skills and Competencies**

- Fluency in British Sign Language (BSL) and strong English skills.
- Excellent customer service and communication skills.
- Ability to manage confidential and sensitive information responsibly.
- Competent in using digital platforms (Microsoft Teams, Zoom, CRMs, etc.).
- Organised with good time management.

### **Qualifications and Experience**

- Registered or qualified interpreter/CSW, or equivalent professional experience.
- Previous interpreting or customer support experience (desirable).
- Experience in remote interpreting (preferred).

## Key Attributes

- Professional and reliable.
- Calm and adaptable under pressure.
- Supportive, approachable, and customer-focused.
- Committed to accessibility and inclusivity.

## Positive Signs Ethos

At Positive Signs, we are committed to creating a more inclusive world. As a Deaf-led organisation, our core mission is to enable others to improve their equal opportunities practices, with a focus on Deaf inclusion and accessibility.

We proudly apply the same values within our own organisation, fostering a supportive and equitable working environment. Positive Signs is an equal opportunities employer and a Disability Confident organisation. We actively encourage applications from individuals who share our passion for inclusion and who bring diverse experiences to our team.

## Declaration of Interests

All employees of Positive Signs Ltd are required to declare any existing or potential conflicts of interest. This includes any controlling or significant financial interest in an external business, such as another interpreting provider, supplier, or related service, which could impact or be perceived to impact your role at Positive Signs.

Any such interests must be disclosed to the Director at the start of employment or as soon as they arise during the course of employment. This ensures transparency and upholds the integrity of Positive Signs' services and relationships.