

Job Description

Positive Signs Bookings Coordinator

Full Time

Job Title

Positive Signs Bookings Coordinator

Hours of Work

Full-time Monday to Friday - 35 hours across 5 days a week.

Location

Initially at Upminster office then Hybrid working with 3 days office based once training has been completed.

About Positive Signs

At Positive Signs, British Sign Language is our business. We are a Deaf-led company providing a customised range of services within a customer-driven environment.

Since 2004, we have been an established provider of communication services, supplying language service professionals such as BSL/English Interpreters and Communication Support Workers. We manage and provide ongoing delivery of support, utilising Disabled Students Allowance and Access to Work. We provide accredited British Sign Language courses, approved by the awarding body Signature, plus our own robust package of Deaf Awareness Training on-site / online and remotely.

Description

Purpose

- Provide BSL Interpreting/English and a wide range of Language Service Provision to Deaf people across our Interpreting and Employment teams.
- Working across all Positive Signs teams at Positive Signs, you will manage and prepare scheduling rota's for all in-house and freelance staff as well as manage contracts through our bookings platform to prepare weekly reports and schedules. Ensuring the completion of booking requests within agreed margins and timescales.
- You will deal with all booking requests from customers via telephone, email, SMS, video calls, and face-to-face meetings, arranging appointments and managing rota/schedules of in-house and freelance staff.

Main duties and responsibilities

The post holder is expected to:

- Manage the full life cycle of face to face and remote based bookings.
- Be the first point of contact, provide excellent coordination and management of in-house and freelance interpreters to meet clients' interpreting requests.
- Ensure all requests and tasks are completed in a prompt manner.
- Brief clients, LSP's and colleagues on the role, ethics and function of our service. Adhere to the role of the NRCPD Code of Ethics.
- Cultivate and maintain excellent rapport updating all clients, LSP's and partners, as well as the finance team at Positive Signs.
- Work flexibly and responsively as required to meet Positive Signs business needs.
- Prepare and distribute monthly rotas to clients, ensuring all bookings are fully covered.

Main duties and responsibilities continued...

- Set up new clients and LSPs in PSIM, update any changes promptly, maintain detailed notes, and ensure that all billing information is accurate for invoicing.
- Maintain regular contact with clients to ensure satisfaction with the service provided and address any issues proactively.
- Keep the CRM system up to date with accurate client information and relevant notes.
- Prepare and send enquiry forms, proposal quotes and booking confirmations to clients and business partners.
- Arrange cover for LSP absences, including sickness and holidays, to ensure uninterrupted service.
- Complete safeguarding forms accurately and in a timely manner.
- Regularly monitor the interpreting inbox and respond to emails promptly and professionally.
- Creating the monthly invoice schedule and sending this to the college.
- Efficiently booking in our in house staff ensuring they are booked in for the week.
- Timesheet Management and managing our client and interpreter booking portal.
- Completion of Safeguarding forms and NDA's for clients and Interpreters.

Quality

- Maintain the quality of own work and ascertain competence for the needs of the assignment by engaging with all participants.
- Ensure that all LSP's comply fully with all booking needs in a full cycle from alert stages to closing the booking
- Represent Positive Signs in a professional manner at all times.
- Attend relevant training events and Positive Signs related meetings as required and to maintain CPD.

Person Specification

Essential Skills and Knowledge

- Experience of advising on BSL/English communication support in a customer/service-focused environment including Access to Work.
- Understand Deaf culture and local communities.
- Understand principles and importance of confidentiality.
- Be aware of issues affecting Deaf people's access to the employment sector.
- Comply with Equality / Diversity and GDPR legislation and practice.
- Familiarity with Cloud based portals and booking systems.

Communication Skills

- A person with a desire to design and implement a project of their own with support.
- A good level of written and spoken English.
- A good level of British Sign Language.
- Excellent telephone and email skills
- Able to recognise people's beliefs, preferences and choices regardless of ethnic origin, disability, age, gender, sexual orientation, faith, social or cultural background.
- Able to use professional methods and reporting procedures to deal with conflict arising from difficult situations (e.g. racism, stereotyping, and complaints).

Personal Qualities

- Reliable, punctual and flexible.
- Sensitivity and understanding.
- Patience and the ability to remain calm in stressful situations.
- Team Player. Positive and great Interpersonal skills.
- Able to manage, prioritise and organise own workload as required.

Information and Knowledge – Information Processing

- Able to work to tight deadlines and remain customer focused.
- Computer literate, familiar with Microsoft Office applications, Hubspot, Bookings systems and Pandadocs.
- Familiar with web-based access including Skype, Zoom and /or Facetime.

Salary

Payment will be from £ 28,000 per annum.

This post attracts benefits and 25 days annual leave.

Positive Signs Ethos

Positive Signs are proud of the fact that our core business is about enabling others to improve their equal opportunities practices. We adopt the same ethos in-house and are proud to be an equal opportunity / Disability Confident employer.

Declaration of Interests

If any person working for Positive Signs Ltd has a controlling and/or significant financial interest in a business including another Interpreting provider / supplier / colleague and must declare it, or notify the Director.

Any interests should be declared to the Director, either on starting employment or on acquisition of the interest.