



Booking Coordinator, Job Description and Person Specification

Job title: Booking Coordinator

Reports to: Communication Services Team Leader

Contract Length: Permanent

Salary: £23,400 - £25,900 based on 37.5 hours

Hours per week: 37.5 / 30 hours for the right candidate.

Working Pattern: Monday - Friday between core office hours of 8am - 6pm (hours to be confirmed) and additional Out of Hours/Weekend cover on a rotational basis

Location: Home/Remote - occasional office visits

Purpose of the Role

- Coordinating the provision of communication professionals for Deaf/Hard of Hearing people across the North West for medical (including mental health) appointments and for other work in a variety of sectors (education, child protection, conference, employment, legal settings etc)
- 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.

Relationships:

The Booking Coordinator must develop good working relationships with the following stakeholders:

- The Business and Development Manager
- The Communication Services Team Leader and Senior Coordinator
- Members of the Co-operative
- Colleagues
- Consultants or contractors
- Relevant support organisations
- Suppliers
- Key markets

Main duties will include:

- Responding to queries via phone calls, texts and emails from customer/professionals
- Working in a high-pressured and fast-paced environment, ability to balance multiple priorities which may change throughout the day.
- Ability to work flexible hours when required, to suit the needs of the business
- Building strong interpersonal relationships with key stakeholders internally and externally. Developing positive relationships with customers to encourage repeat business.
- Supporting an Out Of Hours Service (24/7 365), where you will be on call and available to deal with an emergency situation if required.
- Supporting financial administration tasks and checking/logging invoices.

General Information:

Working from Home: As you will be processing sensitive information from home and adhering to GDPR, a private working space where you won't be interrupted and have a stable internet connection is essential.

Performance and Quality: Ensure all work undertaken is aligned to the co-op's business plan and that all policies, processes and guidance notes are up to date and in line with best practice/current legislation.

Policies and procedure: Ensure the effective implementation of Signalise Co-op's Safeguarding, Health & Safety, Equality and Diversity and other policies and procedures and uphold the core values of Signalise Co-op.

Equality and diversity: Signalise Co-op aims to create and sustain an inclusive work environment which provides equality of opportunity for everyone and reflects the diversity of the communities we serve. The postholder is required to uphold the Equality and Diversity policy and comply with the code of conduct which sets out our standards of behaviour towards those who use our services or work within them.

Confidentiality: The post holder must ensure that any information relating to employees, service users, and volunteers (future, current and past) is treated in strictest confidence and must be discussed only within the confines of the work setting with the appropriate members of the team or manager.

This job description sets out the duties of the post at the time when it was drawn up and will be reviewed from time to time. Duties may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification:

Essential Skills:

The Booking Coordinator must have skills in the following areas:

- Excellent customer service skills and experience 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
- Strong communication skills (written and verbal)
- GCSEs in English and Mathematics A*-C/9-4
- Ability to follow processes and develop these where needed
- Problem solving skills and the ability to think creatively
- Ability to work autonomously, proactively and manage your own workload with full support from management

Desirable:

- Knowledge of BSL interpreting and other Communication support interpreting provisions e.g. lip speaker, deaf/blind communication support
- BSL skills
- Understanding of Deaf culture
- Experience working in a Co-op
- Experience working within the logistics sector or within events management