

Job Description

Bookings Co-ordinator

Date: 19th March 2018

Job title	Bookings Co-ordinator
GDA salary band	E
Responsible to	Office Manager
Hours per week	36.5
Location	GDA, Colin Road, Barnwood, Gloucester GL4 3JL
Manages	N/A
Starting Date	Immediate

Our Charity

GDA is an award-winning, local deaf charity whose vision is of a society that actively supports ways to break down communication barriers for people who are deaf or hard of hearing.

The people whom GDA supports include adults and children who have been born deaf and whose preferred method of communication is sign language, and also those who have become deaf later in life and still depend on listening, using whatever aided or non-aided hearing they have left.

Our services include communications support (BSL interpreters), listening aid equipment, one to one personal assistant support around employment, education and independent living, hearing aid clinics, Understanding Deafness training, lip reading classes, and deaf children's and deaf youth clubs.

In recent years GDA has excelled in adapting to a changing world. The charity has a clear vision, and is enjoying strong momentum under a talented and dedicated workforce. The advertised role provides an opportunity to join our team as we reach out to help even more deaf and hard of hearing people in Gloucestershire and beyond.

The Role

The Bookings Co-ordinator assists the Office Manager with the co-ordination of staff/freelance sign language interpreters and note takers. This is a demanding role that requires good computer skills, exceptional organisational ability, and a calm and cheerful demeanour. Often working closely with a number of external service providers and BSL interpreters at once, the post holder will need to help control and manage the workflow, providing day to day bookings and administrative support, as well as contributing to the management of all the resources inside GDA.

The Bookings Co-ordinator is also responsible for liaising with internal and external clients, and maintaining regular contact with GDA's clients, and acting as the first point of contact for all bookings.

The Bookings Co-ordinator must always know the exact location within the appointment journey of all work in progress, from taking the request to ensuring feedback forms are completed afterwards and invoices are processed.

Along with the Office Manager, you will have a shared responsibility for providing BSL interpreter availability on a 24/7 basis, by keeping to hand the GDA mobile for unplanned/emergency bookings outside of regular office hours, weekends and holidays.

Finally, GDA is about to invest in a more sophisticated online bookings system which will be new to the whole team and require training, so it is even more important that the new post holder will be someone who learns new software quickly.

Key Working Relationships

GDA currently employs 11 deaf, hard of hearing and fully hearing staff, of whom only three are entirely office based. This means that for at least part of each day the post holder will be helping with all incoming enquiries. It is a friendly but busy working environment, which thrives on a positive team spirit and a lot of mutual support. Within GDA, the post holder will work most closely alongside the Office Manager, the Receptionist/Office Assistant, the staff BSL interpreter, and a number of freelance BSL interpreters. Externally, it will be important to build good working relationships with our deaf clients, and appointment booking staff from a wide range of organisations, including but not limited to the areas of health and social care.

Main Duties and Responsibilities

- Ensuring successful fulfilment of all planned and unplanned/emergency BSL interpreter bookings in accordance with GDA's contractual obligations. We work to a minimum fulfilment rate of 99%.
- Maintaining client electronic records and ensuring they are kept up to date and accurate at all times
- Ensuring all written and spoken communication is compliant with General Data Protection Regulations (GDPR) and that patient confidentiality is maintained. Training will be provided.
- Processing all bookings in line with local service level agreements
- Sending out promptly Interpreter provision confirmations and text reminders
- Treating clients with courtesy, empathy and respect at all times.

Person Specification:

Core Business Skills:

- Computer/IT literacy skills with strong accuracy around data inputting.
- Clear oral and written communication
- Organisational skills and desk tidiness

Essential Personal Requirements

- Excellent interpersonal skills, particularly on the telephone and in writing
- Deaf Awareness – or a willingness to learn this as a priority
- Ability to work well under instruction and as part of a multi-disciplinary team

Desirable

- A close connection with someone who is hearing impaired
- Familiarity of where key towns and villages are in the south west of England

Personal Qualities

- A cheerful, helpful and unflappable disposition.
- A willingness to work diligently and flexibly for the good of the team
- A willingness to respond positively to occasional emergency requests outside office hours and to take all appropriate action.
- Patient around those with hearing impairment.

What we Offer

In return we offer the chance to join a friendly, vibrant organisation which is currently expanding. Benefits following completion of a satisfactory probation period of 3 months include:

- 20 days plus bank holidays of annual leave per year, rising to 25 days after five years.
- Stakeholder pension scheme.

How to apply

To apply for this vacancy, please email jenny.hopkins@gda.org.uk for an application form. Once you have completed your application please email this back to the same email address no later than the closing date specified.

CV's not accepted.

Closing date: 12.00pm (noon) 27th March 2018

Interview date: Thursday afternoon, 29th March 2018

The salary for the post is dependent upon qualifications and experience.

The post is subject to an enhanced DBS check.

GDA is an equal opportunities employer and also a user-led organisation. We welcome in particular applications from people with hearing impairment.