

Role Description

Job title	Interpreting Service Co-Ordinator
Accountable to	Senior Interpreting Co-Ordinator
Working Hours	Part Time, Permanent, 22.5 hours per week
Working Days	Wednesday, Thursday, Friday
Salary	£22,010.56 (pro rata per annum)
Benefits	Workplace Pension (available after successful probationary period) Company sickness pay 24 days annual leave plus bank holidays (pro rata)

Job purpose

The purpose of Nottinghamshire Deaf Society is to **empower deaf people so that their lives are enriched**. We do this in the following ways:

- We **support** and encourage people
- We **provide information** and help people to learn
- We **challenge** decision makers and campaign for change
- We **collaborate** with others
- We **set high standards** for ourselves

Our vision is for **a society in which all deaf people participate**.

In the next five years we want to work with people **of all ages** with **different types of deafness**. We want to increase the number of **partnerships** we have with other organisations and groups. We will be known as a **provider of services** and involved and **engaged with the wider deaf community**.

Main Job Purpose

Provide a bookings coordination service for all communication services working with the deaf community and the interpreting team.

Duties and responsibilities

1. Respond to all incoming booking requests for communication services by telephone, video call, email, online booking form or personal visit, ensuring that all Booking requests accepted are successfully fulfilled.
2. Process and coordinate all bookings in line with contracts and service level agreements by allocating assignments to members of the team, or negotiate alternative times, dates etc. If it is impossible to re-negotiate then to book a freelance interpreter or suggest other agencies.

3. Ensure that all booking and billing information is accurately captured and completed to minimise the occurrence of errors and to enable accurate monitoring to be completed.
4. Liaise with staff and freelance interpreters providing prompt and accurate confirmations.
5. Provide timely booking confirmation to Deaf service users in their preferred communication format.
6. Ensure all communication (including spoken and signed) is compliant with General Data Protection Regulations, maintaining strict confidentiality at all times.
7. Maintaining service user records, ensuring they are accurately stored in the organisational database at all times.
8. Positively promote the take-up of NDS products and services to customers and members of the Deaf community
9. Cover Interpreter Duty Time sessions as required.

General requirements for all staff

10. Treat all service users, volunteers and staff with courtesy, empathy and respect at all times.
11. Actively participate in the work of the charity by positively contributing to development, training, team meetings and team building.
12. Be aware of the requirements of the General Data Protection Regulations and other Data Protection legislation, ensuring confidentiality of information in respect of records maintained and tasks undertaken.
13. Receive regular supervision and attend team/staff meetings as required.
14. Have an understanding of, and commitment to, Nottinghamshire Deaf Society's policies and procedures.
15. Assist wherever possible with the positive promotion and general running of the charity's activities including the main office and any other reasonable duties.
16. Maintain effective internal and external relationships and particularly with representatives of the Deaf community.

Person Specification

Criteria	Essential	Desirable	Assessed by:
Qualifications			
Level 2 (GCSE Level) English and Maths or equivalent standard		✓	Q
British Sign Language Level 1 or equivalent proficiency	✓		Q / T
British Sign Language Level 2 or equivalent proficiency		✓	Q / T
Experience			
General administration in an office based environment	✓		A/I
Work or volunteering in the charity sector		✓	A/I
Working with the Deaf community		✓	A/I
Knowledge and Skills			
Confident in using Microsoft Office with high level of competence in Outlook, Word and Excel. Competent in using online internet services	✓		I/T
Able to manage time and work load effectively	✓		A/I
Excellent attention to detail	✓		A/I
General office procedures for example filing, customer service, reception, data entry	✓		A/I

Criteria	Essential	Desirable	Assessed by:
Excellent communication and interpersonal skills	✓		A/I
A team player	✓		I/T
An initiative taker	✓		A/I/T
Current affairs relevant to Deafness, Interpreting and the lives of Deaf people		✓	A/I
Basic knowledge of database systems		✓	A / I
Personal Qualities			
A pleasant and professional manner	✓		I
Reliable with excellent time keeping	✓		I
Enthusiastic about the charity and it's vision and purpose	✓		I
A positive attitude	✓		I
Committed to further training and continuous professional development	✓		I
Impact on others			
Commitment to contributing to the team	✓		I
Commitment to the Deaf Community and those with experience of deafness	✓		I
Ability to meet job circumstances/Other			
Able to work flexible hours when needed		✓	A/I

Method of assessment:

Q – Proof of qualification; A – Application/personal statement; I – Interview; T – Skills test.

Direct reports

None