

JOB DESCRIPTION: BOOKINGS CO-ORDINATOR

REPORTS TO:	Bookings Manager
DEPARTMENT:	Communications Interpreting
DIRECT REPORTS:	None

KEY RELATIONSHIPS

To maintain excellent relationships with:

- AD clients, contractors, Interpreters (both in house and freelance), suppliers, providers, partners, local authorities, NHS partnerships.
- AD Finance Team.
- All AD staff.
- All other AD and related departments and sections.

SCOPE

The post holder is responsible for co-ordinating bookings for AD Communications Interpreting. The post holder will co-ordinate a wide range of bookings, follow appropriate database systems procedures and processes together with, wherever possible, marketing and promotion of the service.

ACCOUNTABILITIES

- To initiate and respond to assignments and enquiries and make interpreter bookings ensuring the process is followed accurately including purchase order numbers as necessary.
- To co-ordinate interpreter bookings to ensure each booking is financially viable and secure, to achieve maximum financial return, in line with target requirements.
- To work with the Finance Team to ensure all financial inputting, (ie, invoicing, incoming and outgoing payments for AD Communications and AD Community) are accurately maintained and updated in line with target requirements.
- To work with the Finance Manager to monitor, review and improve systems and processes to ensure they are efficient to enable maximum financial return.
- To work in conjunction with the Bookings Manager to develop, maintain and update monthly and yearly action plans inclusive of monthly and yearly targets.
- To ensure that DBS and interpreter training is monitored to ensure that in-house and freelance interpreters' qualifications and DBS requirements are up to date.

RESPONSIBILITIES AND DUTIES

- To co-ordinate and book interpreter assignments.
- To plan and co-ordinate interpreter bookings for Access to Work assignments at least three months in advance, obtaining purchase order numbers as necessary. Input ad hoc ATW bookings as per request.
- To plan and co-ordinate interpreter bookings for contracts, shift assignments at least three months in advance, obtaining purchase order numbers as necessary.
- To input interpreter and support worker timesheets.
- To maintain and complete spreadsheet monitoring forms on a monthly basis.
- To report directly to the Bookings Manager any issues pertaining to AD Communications.

- To act as point of contact for AD Communications by developing and maintaining positive working relations with all relevant service providers/external agencies.
- To process and manage, in liaison with HR, interpreter DBS checks and AD information packs for freelance interpreters registered with AD Communications.
- In conjunction with the Bookings Manager, to assist, improve and promote service development of AD Communications on a regular basis.
- To maintain records to ensure that interpreter training is monitored and timely reminders presented to in-house and freelance interpreters to ensure qualifications are up to date.
- To maintain records and ensure that DBS requirements are monitored and timely reminders presented to in-house and freelance interpreters to ensure DBS requirements are up to date.
- To ensure all interpreters are up to date and registered with the appropriate registration and professional bodies.
- To take out of hours 'phone calls as part of a team rota.
- To generate individual and monthly invoices for each customer/client as required, check for accuracy in terms of amount charged and addressee and mail out.
- Maintain RBLI tracker spreadsheet to ensure bookings are created for each Access to Work Assessment.
- Attend and participate in regular team meetings and other meetings where appropriate.
- Attend and participate in regular one to one's / supervisions / appraisals and other support systems where appropriate.
- Attend appropriate training courses when identified by line management.
- To answer telephone calls to the Action Deafness main telephone line as part of the AD team.
- To maintain and uphold strictest confidentiality in respect of all matters within AD Communications and AD as a whole.
- Continually monitor and review procedures and processes in order to improve efficiency within the department and AD as a whole.

This job description is not exhaustive and the post holder may be required to undertake other duties as required and for which he/she is suitably able as required by senior staff.

REQUIRED SKILLS

- Demonstrates highly effective communication skills that meet the key stakeholders' and individuals' needs and learning styles.
- Able to adapt interventions according to the needs of audience and the context.
- Able to effectively deliver good service to clients.
- IT literate and competent in the use of Microsoft Office Applications and other Action Deafness' bespoke systems.

REQUIRED COMPETENCIES

Core Competences	Outcomes
<p>Self-Awareness and Management</p> <p><i>Definition:</i> Self-awareness is an understanding of your own emotions and how they impact on your own behaviour and/or the behaviour of others. It is also about understanding your own strengths and limitations.</p>	<ul style="list-style-type: none"> • Understand the need to be strong and positive in the face of adversity but also recognise areas of one’s own weaknesses and when to seek guidance and support. • Seek feedback and consider it carefully. • Look for appropriate opportunities to improve areas of weakness. • Manage emotions so as to minimise negative impact on others. • Consider approach at meetings to suit needs of others, rather than own preferences. • Demonstrate critical reflections of own practice and behaviour by regularly seeking feedback from peers and managers. • Highly self-motivated and able to work under own initiative and direction, as well as under guidance, to achieve stated objectives within the necessary timescales.
<p>Leadership and Management</p> <p><i>Definition:</i> Leading, encouraging, inspiring and supporting others to develop confidence and capability to help them realise their full potential. Managing resources and holding others accountable.</p>	<ul style="list-style-type: none"> • Communicate and gain stakeholder commitment to AD’s vision in accordance with the corporate strategy. • Provide positive leadership traits and able to inspire and influence stakeholders. • Demonstrate personal integrity whilst dealing with colleagues and stakeholders. • Able to actively listen and influence others. • Continuously seek and/or encourage others to seek opportunities for different and innovative approaches to addressing organisational problems and opportunities. • Ensures Health and Safety guidelines are adhered to, to mitigate risk.
<p>Relationship Building and Team Working</p> <p><i>Definition:</i> Building bonds with others to work collaboratively across organisational boundaries and using these to persuade or gain support to achieve positive outcomes and goals for Action Deafness.</p>	<ul style="list-style-type: none"> • Demonstrate collaborative team working through integrity and behaviours. • Demonstrate positive and constructive collaboration between colleagues to contribute towards a positive team-working environment. • Identify relationships that are not strong, meet the individual(s) concerned to establish why and initiate actions to build and enhance the relationship(s). • Challenge others with respect and courtesy. • Create new opportunities for individuals to work together, break down barriers that may get in the way of effective team working. Challenges others to do the same.
<p>Innovation and Flexibility</p> <p><i>Definition:</i> The ability to formulate new ideas or to adapt or use existing ideas in a new or unexpected way to solve problems, and to think ahead to spot or create opportunities and maximise them.</p>	<ul style="list-style-type: none"> • Is innovative, proactive and solution-minded. • Is prepared to consider changes to own practices. • Responds to new ideas by discussing why they might work instead of telling others why they won’t work. • Is willing to investigate options in depth, even when they are the ideas of others. • Works in a flexible and agile manner to meet the needs of members, clubs, coaches, volunteers, officials and colleagues.

ADDITIONAL INFORMATION

- The post holder must maintain the appropriate standard of confidentiality and comply with Action Deafness's Rules, Policies and Procedures.
- Personal circumstances must allow the candidate to work extended hours on occasions during times of peak activity including evenings and weekends.
- This Job Description may be subject to change at the discretion of Action Deafness and in accordance with business developments. Any changes will be communicated to and consulted with the post holder appropriately.

REQUIRED QUALIFICATIONS

- The post is offered subject to an acceptable Enhanced DBS disclosure.

LIMITS OF AUTHORITY

None