

Job description

Positive Signs Support Team

Full or Part-Time roles available/PAYE

Job Title

Positive Signs Support Team

Hours of Work

Part-time Monday to Friday

Location

Office in Upminster, Essex and home based when needed.

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

- Positive Signs Support service will be open from 8am to 8pm, with this the support team will be dealing with our entire range of customers from students, interpreting clients, employments clients. The whole range of our 5 teams, enquiries, quotes, complaints, queries to be dealt with immediately.

This is an interesting role that is office and home based and involves a wide variety of tasks, which can range from taking enquiries, to being the first point of contact for clients and prospective customers. You will record data and calls on our Hubspot database to ensure accurate information is passed to the client or to the relevant team.

- We are seeking committed people who take pride in their work to join our friendly and supportive team to provide the best customer service we can for our clients.

Description continued ...

Main duties and responsibilities

The post holder is expected to:

1. Provide comprehensive administrative support to teams across Positive Signs
2. Be part of Central point of contact for a range of business support and administration including Hubspot, Panda-docs, Thinkific and our Interpreting platform. This will include dealing with customer enquiries promptly and courteously by email, videophone telephone, letter or in person, referring to the relevant lead where appropriate.
3. This will include being the first contact point for internal and contract staff and being assigned certain corporate or contractual processes. For example, compiling, researching and preparing information including updating health and safety risk assessments and submitting returns on behalf of the team as required.
4. Communicate and engage effectively with a range of people, including internal and external staff
5. Responsible for the organisation of meetings and events and production of reports, papers, minutes and updating action logs as required. This will include providing secretariat or phone support to teams and other internal meetings and networks as required.
6. Support the development of systems and procedures where necessary to ensure efficiency, quality and cost effectiveness across the business support and administration function
7. Participate in relevant internal working groups/projects, services and initiatives across the organisation always representing Positive Signs.

Quality

1. Maintain the quality of own work and ascertain competence for the needs of the customer
2. Strong customer service experience.
3. Excellent ' signposting ability to refer people to right team
4. Always represent Positive Signs in a professional manner
5. Take part on a shared Rota and attend relevant training, networking events and Positive Signs related meetings as required and to undertake Personal development courses.
6. " Can do " approach and have a good rapport with all customers
7. Good interpersonal and written communication skill.
8. Good problem solving and organisational skills

Person Specification

Essential Skills and Knowledge

The candidate will be expected to have the following skills;

- Ability to Problem solve.
- Numeracy
- Understand Deaf culture and local communities or a willingness to learn to a minimum of BSL level TWO.
- Computer literate
- Understand principles and importance of confidentiality.
- Customer support
- Comply with Equality / Diversity and GDPR legislation and practice.

Experience

1. Deaf Awareness
2. Customer Service
3. Scheduling management

Personal Qualities

1. Reliable, punctual and flexible.
2. Sensitivity and understanding
3. Patience
4. Team Player
5. Able to manage, prioritise and organise own workload as required.

Information and Knowledge – Information Processing

1. Able to work to tight deadlines and on -demand requests.
2. Computer literate, familiar with Microsoft Office applications or equivalent.
3. Familiar with web-based access including Hubspot, Thinkific, Zoom and FaceTime.

Salary

Payment will be from £ 22.000 to £24,000 Pro Rota, as a starting salary depending on BSL qualifications.

This post attracts benefits including;
Combination of office and home working
Great working environment in Upminster office or at Studio
Birthday is not a workday scheme
Flexible working

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, prior to contract for starting employment or on acquisition of the interest.

Our Services

