



SLIS Administrator Booking Officer (Permanent, Full-time)

Job Description

BACKGROUND

The Sign Language Interpreting Service (SLIS) is an independent body, funded and supported by the Citizens Information Board (CIB), to develop, promote and deliver quality sign language interpreting services to the Deaf community in Ireland, including face to face and remote services. SLIS is working to enhance the availability and quality of sign language interpreting in Ireland in response to the National Disability Inclusion Strategy 2017-2022 and the Irish Sign Language Act 2017.

NATURE AND SCOPE

The SLIS Administrator provides administrative support to SLIS services including the referral service, social fund, emergency services, access support service and IRIS (Irish Remote Interpreting Service), as well as general organisational administration.

MAIN RESPONSIBILITIES

Administration

1. Deal appropriately with all relevant telephone, letter and personal enquiries.
2. Assist in the production of documents and materials.
3. Maintain an efficient records management system and assist in the preparation of administration and management reports.
4. Maintain the office in relation to office supplies, upkeep of equipment, and maintenance of premises.
5. Organise meetings, arranging the venues and necessary facilities, informing participants and taking minutes of meetings as required.
6. Be aware, and on occasion, co-ordinate the diaries of team members as required.

Booking and Referral System

7. Manage the day to day operation of the booking and referral system by ensuring the database of interpreters and service users is maintained and interpreters have been correctly allocated to each assignment.
8. Respond in a timely and accurate manner to all booking and referral enquiries.
9. Administer Service Level Agreements with interpreters, as appropriate.
10. Support Deaf citizens to get appropriate access the services through the provision of sign language interpreting.
11. Provide information to service providers on good practice for organising sign language interpreting services.
12. Liaise with interpreters and service users.
13. Liaise with external technical support in relation to the development of the SLIS website and Booking System.

General

14. Participate in Performance Management Development System (PMDS)
15. Attend agreed training and development courses to maintain and improve performance including Irish Sign Language, if required.
16. Provide administrative & other supports to the work undertaken by SLIS and its working groups as required.
17. Undertake such other duties as may be agreed from time to time with the Manager, SLIS.

TERMS OF EMPLOYMENT

Reports to The SLIS Manager.

Location Your place of work will be SLIS, Deaf Village Ireland, Cabra, Dublin 7.

Hours

Hours of work are 35 hours per week.

Flexible working hours may be required on occasion. Time off in lieu may be accumulated with prior agreement with the Manager.

Salary

The appropriate SLIS Salary scale is €28,330 - €43,280 pro-rata. It is anticipated that new entrants to SLIS will be appointed on the 1st point of the scale.

Incremental Credit: It is expected, that all new entrants to SLIS will be appointed at point one of the salary scale. However, SLIS operates an incremental credit process for appointments higher than point one. This process is applicable to new entrants into SLIS. Incremental credit criteria, based on the competencies for the role, are assessed against employment history as laid out in the application form only. A request for incremental credit from a successful candidate must be made within the first 3 months of employment. The decision on whether or not to award an incremental credit is a decision made by the Board and is subject to the availability of funding.

Annual Leave

This post equates to 23 days per year pro-rata for part time staff, exclusive of public holidays.

Superannuation

A superannuation scheme is in place. Eligibility criteria apply.

PERSON SPECIFICATION

- Experience working in an administration role
- Excellent organisational and record keeping skills, with strong attention to detail.
- Good IT abilities, including Microsoft Outlook, Word, Excel, Skype
- Self-starter with ability to work on own initiative and manage own workload effectively.

Desirable

- Knowledge or experience working with the Deaf community
- Competency in Irish Sign Language
- Skills or experience working with IT programmes
- Additional promotional, financial or other administrative experience