

## CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

<b>DEPARTMENT: Health and Wellbeing</b>	<b>SERVICE GROUP: Operational Services</b>
<b>POST TITLE: BSL Interpreting Services Co ordinator</b>	<b>REPORTS TO: Team Manager Sensory Needs Service</b>
<b>GRADE: Band 6-8 (SCP 6-22)</b>	<b>SAP POSITION NUMBER :</b>

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

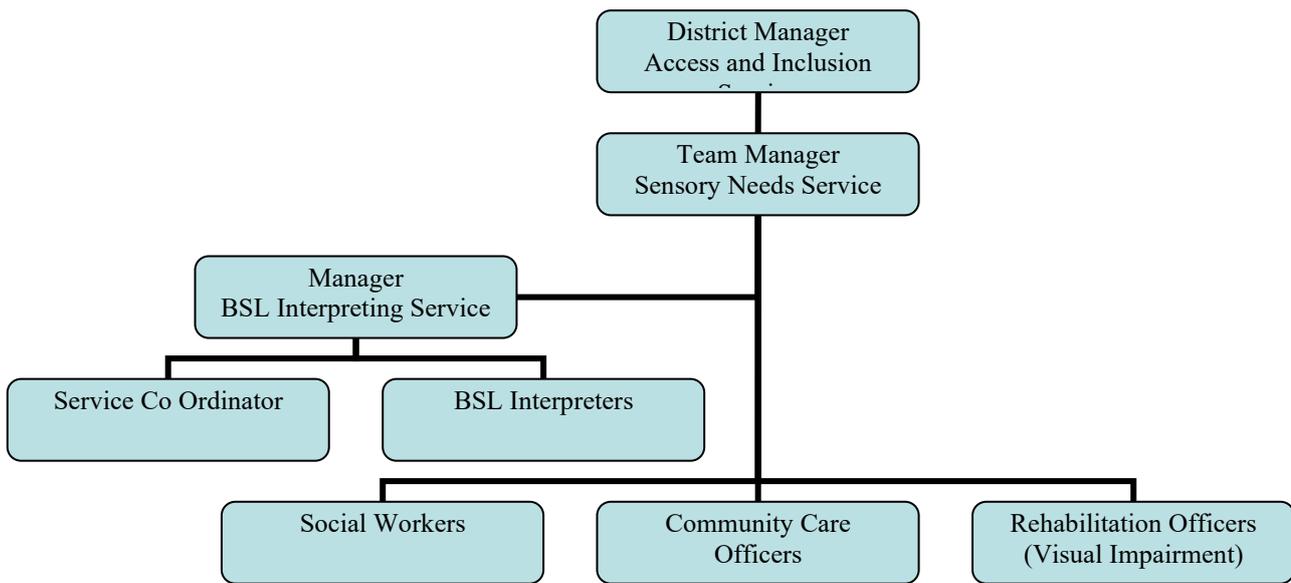
### **Key Purpose of Post:**

- Responsible maintaining and co ordinating the Sign Language Interpreting Service Admin System. Communicating with Deaf service users, their families, carers and professionals to facilitate the best Language Support Service possible for the individual and their needs. Communicating with in-house interpreters and external suppliers to confirm arrangements. Negotiating appropriate appointment dates and times where necessary. Promoting and advising on the use of Language Support Services.
- Responsible for processing payments to external suppliers and generating invoices/journals Customers. Collating financial information for both Customers, colleagues and Management as and when required.
- Using the Line Management processes, obtain the advice and agreement of a Line Manager to commit budgets and resources to Language Support Services. Negotiating services or resources as necessary and recommending service developments, ensuring statutory provisions are met and the standard and quality of language support is satisfactory and meet Department policies and guidelines.

**Main Responsibilities of Post:**

- Responsible for monitoring and responding to all modes of communications into the service via email, text messages, video messages (including signed messages) and phone calls.
- Communicating effectively with service users, carers and professionals.
- Co ordinating, maintaining and monitoring the admin diary and the diaries for the in house Language Support Providers (LSP's). Negotiating and confirming alternative dates and times where necessary either with service users, their carers or external organisations. Sourcing external providers as and when required. Completing new supplier records and completing IR35 checks. DBS verifying as and when required.
- Manage, maintain and monitor the SNS Admin database. Constantly identifying ways to improve and develop the system. Maintaining clear, concise up to date confidential records and information. To complete and maintain statistical information if required.
- Create and Manage Purchase Orders for Service Providers (LSP's), processing invoices, balancing Purchase Orders and dealing with any queries. Complete and reissue Purchase Orders at Year End.
- Creating Invoices for Customers and monitoring payments in to ensure invoices are paid. Identifying and querying any unpaid invoices.
- Preparing statistical, financial and booking information reports for Customers on a weekly and monthly basis or as and when required.
- Supporting service users, their carers, professionals and external organisations in obtaining the best service we can offer. Ensuring best value. Communicating via email, text message, video call or telephone.
- To maintain close links and liaise with other staff in the Department and other agencies e.g. Housing, Health and Voluntary and Independent sector staff to ensure an intergrated service is considered at all times. Referring to the Equality Act ensuring and promoting Access to Language Support Services.
- To monitor and review Language Support Services and refer back concerns about service provision (in-house and external) to enable appropriate action to be taken and to ensure the needs of the individual are being met.
- To be aware of the different ethnic and cultural needs of the local population. To develop and deliver ethnically and culturally sensitive services, seeking advice where appropriate.
- To maintain an up to date knowledge of relevant services in the Bradford area
- To ensure that the correct Language Support is utilised for the individual service user.
- To work with the Line Manager to identify and agree a personal development programme via the appraisal process in line with the team and organisational targets.
- To participate in staff meetings and support positive communication between team members.
- To provide information on any complaints and concerns as directed by the Line Manager and provide reports and draft responses within the Councils complaints procedures.

**Structure:**



**Special Knowledge Requirement. Will be used for shortlisting. Max 10**

	<b>Essential</b>
<b>Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.</b>	
Due to the Government’s Fluency in English for posts where employees speak directly to members of the public the postholder is required to meet the <u>Advanced threshold</u> level which will be applied where the postholder requires a greater level of sensitive interaction with the public. You must be able to demonstrate that you can express yourself fluently and spontaneously (this will also be tested during the interview).	X
Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of Work	X
Uses a range of complex IT packages relating to area of work – typically including Microsoft packages. Internet and internal systems.	X
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	X
Knows and understands how to use, interpret, handle and communicate Information	X
<b>Please add up to five additional knowledge requirements specific to the post.</b>	
Deaf/ Deafblind Awareness	
Awareness of the Equality Act 2010	
Awareness of language service professionals and interpreting domains	X
Awareness of the British Sign Language (BSL) Act 2022	

<b>Relevant experience requirement: Will be used for shortlisting</b>		
The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet either the Lower threshold or Advanced threshold level outlined under Special Knowledge above.		
<b>Relevant professional qualifications requirement: Will be used for shortlisting</b>		
<b>NVQ 3 – Business Admin or Customer Service or equivalent</b>		
<b>British Sign Language – Level 2 (desirable)</b>		
<b>Core Employee competencies to be used at the interview stage.</b>		
<b>Carries Out Performance Management</b>		
Covers the employee’s capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.		
<b>Communicates Effectively</b>		
Covers a range of spoken, written and signed communication (signed communication desirable) It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
<b>Carries Out Effective Decision Making</b>		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
<b>Undertakes Structured Problem Solving Activity</b>		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
<b>Operates with Dignity and Respect</b>		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
<b>Working Conditions:</b>		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
<b>Special Conditions:</b>		
You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.		
<b>Compiled by:</b>	<b>Grade Assessment</b>	<b>Post Grade:</b>
<b>Date:</b>	<b>Date:</b>	