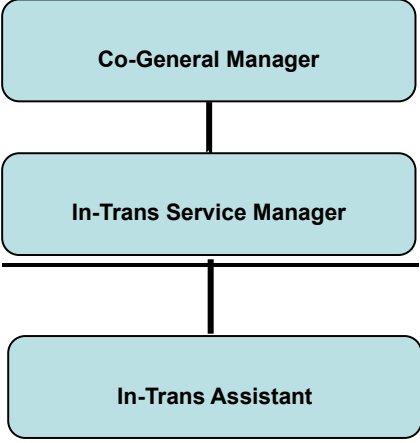|	
GREC Job/Role Description	
Job Title	In-Trans Service Manager (GREC's Translation and Interpreting Service)
Date of Job Description	August 2024
Base of Work	GREC office, 680 King Street, Aberdeen
Job Purpose	To coordinate and manage Interpreting and Translation Services provided by GREC to various clients.
Reporting Relationships	The post is located within the GREC staff team reporting to a Co-General Manager.
Main Duties and Responsibilities	1- To co-ordinate interpreting and translation requests from service users. 2- To keep appropriate and accurate records and prepare progress reports for relevant stakeholders and for service development. 3- To assess, train and support interpreters and translators so they can meet GREC's standards of service delivery. 4- Provide a quality assurance role which ensures compliance with the requirements for the delivery of a high-quality interpreting and translation services which is in line with Best Value and Quality Standards as set out in any Service Level Agreement for the delivery of services. 5- Liaise with service users to ensure requests are fulfilled and gather feedback to ensure quality of service. 6- Establish and maintain contact with clients and potential clients of the service and promote service as appropriate. 7- To recruit (locate, assess and train) interpreters and translators to meet the market demand. 8- Manage the In-Trans team to ensure the service runs efficiently. 9- Ensure appropriate cover for holiday periods, including In-Trans administrative and financial processes.

	10- Offer advice and guidance on best practice in interpreting and the use of interpreters, ensuring appropriate standards and procedures are maintained and improved when required. 11- Advise and support on IT improvements required for the service. 12- Liaise and coordinate with the wider GREC staff team to ensure a smooth service delivery. The above is not intended to be an exhaustive list of all duties of the post, but a concise statement of the major tasks and activities of the post.

Person Specification

Competence	Essential	Desirable
Qualifications		Business/Administrative qualifications
Knowledge	- Database management. - Financial management.	
Experience	- Coordinating/managing a team. - Administrative experience. - Developing and managing a project. - Communicating with a range of stakeholders. - Commitment to the equality agenda.	- Working with interpreters - Providing training and support to internal and external stakeholders.
Skills	- Excellent oral and written communication. - Practical and effective inter-personal and relationship-building skills. - High level of computer literacy. - Highly organised. - Attention to detail. - Administration and organisational skills to manage sensitive information and meet deadlines. - Ability to work under pressure.	- Language skills
Other	- Able to work flexibly. - Demonstrate enthusiasm and commitment. - Self-motivation and ability to self-manage.	-Driving licence and access to a vehicle.