

JOB DESCRIPTION

Job Title	In-Trans Service Admin Assistant
Date of Job Description	October 2024
Base of Work	GREC Office, 680 King Street, Aberdeen, AB24 1SL
Job Purpose	<p>The primary purpose is to assist the In-Trans Service Manager and team in running of the Interpreting and Translation Service provided by GREC to various service users.</p> <p>The post-holder will also assist with general administrative duties as part of the GREC administrative team.</p>
Reporting Relationships	<pre> graph TD CGM[Co-General Manager] --> ITSM[In-Trans Service Manager] ITSM --> ITA1[In-Trans Assistant] ITSM --> ITA2[In-Trans Assistant] </pre>
Key Tasks	<ol style="list-style-type: none"> 1. Assist the In-Trans Service Manager in delivery of the interpreting and translation service provided by GREC. 2. Respond to interpreting and translation requests from service users in a timely manner. 3. Support interpreters and translators in their assignments 4. Provide the highest level of customer service to our various clients. 5. Process payments and invoices. 6. Ensure accurate records are kept of all work undertaken by In-Trans. 7. Liaise effectively with the In-Trans team and other GREC staff. 8. Provide cover for other members of the In-Trans team during periods of leave. 9. General administrative duties and processes.
Main Duties and Responsibilities	<ol style="list-style-type: none"> 1. Assist Service Manager in delivery of the interpreting and translation service provided by GREC <ol style="list-style-type: none"> a. Accurately record and book requests in database system.

	<p>c. Organise venues and book assessors for interpreter & translator training, induction, assessments and events.</p> <p>d. Provide administrative support in the preparation of publicity and promotional materials.</p> <p>e. Undertake general administrative tasks, including maintaining and updating mailing and email distribution lists.</p> <p>2. Respond to interpreting and translation requests from service users in a timely manner.</p> <p>3. To support interpreters and translators in their assignments.</p> <p>4. Weekly accurate processing of payments and related steps.</p> <p>5. Ensure accurate records are kept of all work undertaken by In-Trans.</p> <p>6. Liaise with In-Trans team and GREC Staff to ensure the service runs efficiently in the absence of the Service Manager.</p> <ul style="list-style-type: none"> . Support other administrative staff who participate in the provision of the interpreting and translation service. . Ensure appropriate standards are maintained and recorded as per procedures. <p>7. Support the work of GREC by working as a committed member of the In-Trans team.</p> <p>8. These duties are not exhaustive, and the post-holder will undertake any other reasonable duties as may be required from time to time.</p>
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Person Specification

Competence	Essential	Desirable
Qualifications		-Business/Administrative qualifications
Knowledge	- Database and Financial administration.	
Experience	-Administrative experience. -Communicating with a range of stakeholders. -Commitment to the equality agenda.	-Working with interpreters.

<p>Skills</p>	<ul style="list-style-type: none"> -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, prioritise and multitask. 	<ul style="list-style-type: none"> -Language skills.
<p>Other</p>	<ul style="list-style-type: none"> -Able to work flexibly. -Demonstrate enthusiasm and commitment. -Self-motivation and ability to self-manage. 	