


Job Title	In-Trans Assistant (maternity cover)
Date of Job Description	June 2022
Salary	£10.34 per hour (£19,500 pro rata)
Hours of Work	<p>14 hours per week – times to be agreed between employer and successful candidate.</p> <p>1 year fixed term contract – with potential for extension.</p> <p>A Flexi time Policy and Procedure is in place, with hybrid working opportunities. The post will require some evening and weekend working.</p>
Base of Work	GREC Office (41 Union Street, Aberdeen, AB11 5BN) and home working.
Job Purpose	The primary purpose is to assist In-Trans Co-ordinator in running of the Interpreting and Translation Service provided by GREC to service users.
Reporting Relationships	 <pre> graph TD GM[General Manager] --> ITC[In-Trans Co-ordinator] ITC --> ITA[In-Trans Assistant] </pre>
Key Tasks	<ol style="list-style-type: none"> 1. Assist the In-Trans Co-ordinator in delivery of the interpreting and translation service provided by GREC 2. To respond to interpreting and translation requests from service users 3. To support interpreters and translators in their assignments 4. Providing the highest level of customer service to our various clients 5. Processing of 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 period of leave 9. General administrative duties.
Main Duties and Responsibilities	<ol style="list-style-type: none"> 1. Assist Co-ordinator in delivery of the interpreting and translation service provided by GREC <ol style="list-style-type: none"> a. Recording and fulfilling interpreter and translator booking requests

	<ul style="list-style-type: none"> b. Update information contained within In-Trans database booking system c. Organise venues and book assessors for interpreter & translator training, induction and assessments d. Provide administrative support in the preparation of publicity and promotional materials, e. Undertake general administrative tasks, including maintaining and updating mailing and email distribution lists. <ul style="list-style-type: none"> 2. To respond to interpreting and translation requests from service users <ul style="list-style-type: none"> a. Locate appropriate interpreters and translators for customers b. Disseminate relevant booking forms to interpreter/translator and service user c. Keep appropriate records 3. To support interpreters and translators in their assignments <ul style="list-style-type: none"> a. Disseminate relevant booking forms to interpreter/translator and service user b. Respond appropriately to enquiries from interpreters and translators for information on appointments, rates of pay, procedures, and payment details. 4. Weekly processing <ul style="list-style-type: none"> a. Input relevant details from completed JCFs into Payments & Charges b. Ensure totals to be paid and to be invoiced are accurate c. Make payment to interpreters as indicated by weekly processing (either cheque or online banking); provide interpreters with a payment advice d. Issue invoices to service users as indicated by weekly processing; file the Invoice Summary Sheet 5. Ensure accurate records are kept of all work undertaken by In-Trans 6. Liaise with In-Trans 'team' and GREC Staff to ensure the service runs efficiently in the absence of the Co-ordinator <ul style="list-style-type: none"> a. Support other administrative staff who participate in the provision of the interpreting and translation service. b. Ensure appropriate standards are maintained and recorded as per procedures. 7. To support the work of GREC by working as a committed member of the administrative team eg. provide cover for reception and supporting staff members and volunteers as required. <p>These duties are not exhaustive and the post-holder will undertake any other reasonable duties as may be required from time to time.</p>
External Relationships	<p>Liaises with NHS Grampian to confirm and amend appointments and build relationships with key admin staff.</p> <p>Liaises with other service users to confirm and amend appointments and translations with staff.</p> <p>Liaises with interpreters/translators to respond to enquiries.</p>

Role Boundaries	The In-Trans Assistant will give regard to agreed practices and procedures. The post holder will consult the In-Trans Co-ordinator or other GREC staff as appropriate for any necessary clarifications.
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Person Specification

Competence	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> • HNC in Business Administration or Marketing, or equivalent qualification • Diploma in Public Sector Interpreting or equivalent qualification
Knowledge	<ul style="list-style-type: none"> • Fluency in both written and spoken English, with an excellent grasp of spelling and grammar • Excellent knowledge and experience of MS Office 	
Experience	<ul style="list-style-type: none"> • Experience of prioritising a demanding workload 	<ul style="list-style-type: none"> • Experience of working with people for whom English is not their first language.
Skills	<ul style="list-style-type: none"> • Strong verbal and written communication skills • Excellent interpersonal and customer care skills. • Time management and organisational skills. • Attention to detail, in both data entry and fulfilling specific requirements in interpreting requests • Ability to keep accurate records, and to organise information. 	
Other		