

# JOB DESCRIPTION

|  |  |  |  |
| --- | --- | --- | --- |
| **Post Title:** | Language Services Assistant (Admin Assistant) | **Department / Service:**  | Translation Service |
| **Hours:** | 37 | **Level:** | G03 |
| **Location:** | Bodlondeb, Conwy | **Job Evaluation Number:**  | SL2012 |
| **Responsible to:** | Welsh Language & Translation Service Manager | **Responsible For: (Staff)** | None |

|  |
| --- |
| **Job Purpose:** |
| To provide a comprehensive administrative and support role to the Translation Service which mainly deals with translation requests from Conwy Council as well as other Councils in North Wales.  |

|  |
| --- |
| **Duties and Responsibilities - Job Specific** |
|  | Receive translation requests from clients/external Councils through e-mails on the various generic addresses, fax, and internal post and assess them according to deadlines, number of words, nature of the work etc. Place the work in order of priority and forward to appropriate translators. Inform the client that the work has been received, agree firm date of return of translation, informing whether there will be any cost to the client service and arrange any internal transfer of costs. |
|  | Keep appropriate records and update the database on a day-to-day basis, to keep a record of the number of words, the nature of the work etc, for regular evaluation. |
|  | To provide administrative and clerical support to the Translation Service including processing orders and invoices on the Proactis system and updating the Council’s corporate compliments system and ordering other goods required by the section.  |
|  | To undertake secretarial duties to assist the Translation Service including arranging appointments, meetings and conferences, and taking minutes at team meetings. |
|  | To record personnel information onto TRENT database, including incidents of sickness/absence, training courses and events, Personal Development and Reviews and provide monthly sections reports regarding staff illness. |
|  | To assist the Language Services Co-ordinator in the arrangement and organisation of the simultaneous translation service rota. |
|  | To deal with telephone, personal and written enquiries from Councillors, officers and the public. |
|  | To assist in the development and maintenance of the Language Unit intranet web site. |
|  | Undertake such other work in relation to the Language Unit as may be required. |

|  |
| --- |
| **Duties and Responsibilities – Corporate**  |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
| 7. | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** ……………………………..

Employee’s Name and Signature

Approved by

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post:** Language Services Assistant

**Date:** June 2018

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| **Knowledge & Skills** | * A good standard of education, to include 5 x GCSEs, grades A-C
 | AF | E |  |
| * Computer literate, (an ECDL qualification would be an advantage)
 | AF | E |  |
| * Organisational skills
 | AF | E |  |
| * Knowledge of Council Procedures and council structure
 | I |  | D |
| * An understanding of the requirements of the corporate translation service and the translation industry in general
 | AF/I |  | D |
| * As this post is the main and first point of contact for the Language Unit, and also involves checking the accuracy of work sent in from external translators, the postholder must possess Welsh language skills to a very high standard (Level 5) in Listening and Speaking, Reading and Understanding and Writing (please see Welsh Language Matrix), therefore the ability to work in Welsh as well as English is essential for this post
 | AF/I | E |  |
| * + Knowledge and understanding of confidentiality
 | AF/I | E |  |
| * + Enthusiastic, professional and friendly approach
 | AF | E |  |
| * + Must be able to work in a busy environment and be flexible in responding to various demands and pressures
 | AF/I | E |  |
| * + Ability to communicate in Welsh and English is essential in order to understand and deal with all requests/queries that are sent to the Translation Service
 | AF/I | E |  |
| **Supervision & Management** | * Be able to work unsupervised
 | AF | E |  |
| **Creativity & Innovation** | * Ability to think logically and innovatively to solve problems
 | AF/I | E |  |
| **Contacts &** **Relationships** | * Experience in communicating with a wide range of services / organisations / other agencies
 | AF/I |  | D |
| * Ability to work as part of a team and on own initiative
 | AF/I | E |  |
| * A good telephone manner together with an ability to deal with Councillors and staff at all levels
 | I | E |  |
| **Physical Demands** | * Ability to work under pressure and to tight deadlines
 | AF/I | E |  |
| * Normal Office duties
 | AF/I | E |  |
|  | * Physically fit to fulfil the full requirements of the post
 | AF/I | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)