

## JOB DESCRIPTION

<b>Job Title</b>	<b>In-Trans Service Admin Assistant</b>
<b>Date of Job Description</b>	October 2024
<b>Base of Work</b>	GREC Office, 680 King Street, Aberdeen, AB24 1SL
<b>Job Purpose</b>	<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>
<b>Reporting Relationships</b>	<pre> graph TD     CGM[Co-General Manager] --- ISM[In-Trans Service Manager]     ISM --- IA1[In-Trans Assistant]     ISM --- IA2[In-Trans Assistant]         </pre>
<b>Key Tasks</b>	<ol style="list-style-type: none"> <li>1. Assist the In-Trans Service Manager in delivery of the interpreting and translation service provided by GREC.</li> <li>2. Respond to interpreting and translation requests from service users in a timely manner.</li> <li>3. Support interpreters and translators in their assignments</li> <li>4. Provide the highest level of customer service to our various clients.</li> <li>5. Process payments and invoices.</li> <li>6. Ensure accurate records are kept of all work undertaken by In-Trans.</li> <li>7. Liaise effectively with the In-Trans team and other GREC staff.</li> <li>8. Provide cover for other members of the In-Trans team during periods of leave.</li> <li>9. General administrative duties and processes.</li> </ol>
<b>Main Duties and Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Assist Service Manager in delivery of the interpreting and translation service provided by GREC             <ol style="list-style-type: none"> <li>a. Accurately record and book requests in database system.</li> </ol> </li> </ol>

	<p>c. Organise venues and book assessors for interpreter &amp; 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"> <li>. Support other administrative staff who participate in the provision of the interpreting and translation service.</li> <li>. Ensure appropriate standards are maintained and recorded as per procedures.</li> </ul> <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>
--	---

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"> <li>-Excellent oral and written communication.</li> <li>- Practical and effective inter-personal and relationship-building skills.</li> <li>-High level of computer literacy.</li> <li>-Highly organised.</li> <li>-Attention to detail.</li> <li>-Administration and organisational skills to manage sensitive information and meet deadlines.</li> <li>-Ability to work under pressure, prioritise and multitask.</li> </ul>	<p>-Language skills.</p>
<p>Other</p>	<ul style="list-style-type: none"> <li>-Able to work flexibly.</li> <li>-Demonstrate enthusiasm and commitment.</li> <li>-Self-motivation and ability to self-manage.</li> </ul>	