

PERSON SPECIFICATION



Position:	Sessional Interpreter/Translator
Job Family/ Grade/Level:	Qualified
Purpose:	To provide interpreting/translation from English to a community language and vice versa
Summary of Role:	<p>Reporting to the Manager, the main duties and responsibilities are:</p> <ul style="list-style-type: none">• You will undertake interpreting and /or translation duties on a sessional basis as and when engaged by the Glasgow Interpreting Service, including out of hours service• Maintain professional standards of quality and best practice in delivering interpreting and translations across a range of social care• Keep abreast of developments in the field of interpreting and translation• Participate in training delivered by or recommended by the service• Maintain confidentiality of information associated with interpreting/translation assignments• Co-operate with the introduction of new procedures and /or new equipment/technology• Be conversant with and operate at all times within the current Health and Safety at Work Legislation• Co-operating with the introduction of new procedures and/or new equipment/technology associated with the role <p>Note: - This is a summary of the role and may be altered to reflect the changing needs of the business.</p>

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Education, Qualifications and Training		<ul style="list-style-type: none"> • SVQ level 4 and/or a equivalent professional qualification • Full current UK driving licence. 	<ul style="list-style-type: none"> ✓ Application Form ✓ Certificates
Skills	<ul style="list-style-type: none"> • Can use initiative to deal with individual cases • Ability to implement a planned intervention for assigned complex and high risk cases to reduce risk to individuals and the community • Can deal effectively with challenging behaviour • Can conduct assessments in complex or high risk circumstances • Can organise, manage, develop and motivate a team of staff in the delivery of the service • Acquire, review and monitor case information for public access and act on behalf of Glasgow City Council • Can exercise expert judgement in assessing the risk associated with assigned cases • Adept at working in partnership with external agencies in relation to operational issues • Provide advice, guidance and direct support to service users, investigating and referring complex and high risk situations for the protection of vulnerable service users • Supervise, control and review the delivery of service within own service area • Ability to plan and prioritise workload • Organise and authorise the deployment of staff • Relevant level of IT skills. 	<ul style="list-style-type: none"> • Ability to compile and present information in own service area • Can contribute towards developing local, national and professional policy, standards and procedures • Presentation and advocacy skills. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview ✓ Assessment

CRITERIA	ESSENTIAL	DESIRABLE	EVIDENCE
Knowledge	<ul style="list-style-type: none"> • Experience of working with vulnerable service users in the provision of personal and practical care • Working knowledge of relevant legislation and procedure in own service area • Expert knowledge of service area • Working knowledge of database management • An awareness of the work of Glasgow City Council. 	<ul style="list-style-type: none"> • Experience of working in a large and diverse organisation. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview ✓ Assessment
Other	<ul style="list-style-type: none"> • Can demonstrate a high level of confidentiality at all times • Shows an enthusiastic and positive manner • Has ability to work alone or as part of a team • Demonstrates a flexible approach to the needs of the business • Prioritises the needs of the customer. 		<ul style="list-style-type: none"> ✓ Interview

COMPETENCIES	INFLUENCING (L2)	COMMUNICATING (L2)	EVIDENCE
Core Area: Personal Effectiveness	<ul style="list-style-type: none"> • Anticipates problems and plans in advance, how to deal with them • Can use good arguments and reason to negotiate successfully • Is aware of the impact of actions on other people. 	<ul style="list-style-type: none"> • Able to share relevant and important information on time, with your team • Can explain why decisions have been made and use examples to support them • Ability to speak confidently, and hold peoples attention • Ability to produce clear, concise and easily understood written communication • Gives a good impression of Glasgow City Council at all times. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview

COMPETENCIES	CUSTOMER ORIENTATION (L2)	COLLABORATION (L2)	EVIDENCE
Core Area: Providing Excellent Customer Service	<ul style="list-style-type: none"> Follows up requests from service users' and ensures that appropriate action is taken and issues resolved Measures customer satisfaction to ascertain what needs to be improved and adapts approach, if necessary, to exceed customer expectations Identifies problems and takes action to remedy the situation Ensures continuity of service, as far as possible. 	<ul style="list-style-type: none"> Encourages others to share information, so that they achieve the desired outcome Works in partnership with professionals outwith Glasgow City Council Makes time to meet people and develop a shared understanding Continuously tries to improve team performance, as well as meeting own personal goals. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview
COMPETENCIES	PLANNING AND DELIVERING CHANGE (L1)	PLANNING AND DELIVERING CHANGE (L1)	EVIDENCE
Core Area: Managing Change	<ul style="list-style-type: none"> Uses experience to identify ways to improve service delivery, making it more efficient and of higher quality Identify where systems and processes could work better. 	<ul style="list-style-type: none"> Identify and inform management about problems, inefficiency or waste. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview
COMPETENCIES	TAKES INITIATIVE (L2)	TAKES INITIATIVE (L2)	EVIDENCE
Core Area: Leadership	<ul style="list-style-type: none"> Uses initiative to solve problems Proactively tries to make a difference and make things happen. 	<ul style="list-style-type: none"> Improves team work by encouraging everyone in the team to join in fully. 	<ul style="list-style-type: none"> ✓ Application Form ✓ References ✓ Interview