

## Role Title: **Senior Translator/Simultaneous Translator**

### **COMMUNICATION**

#### **Oral Communication**

Frequently receive, understand, convey and translate straightforward information in a clear and accurate manner.

Frequently receive, understand, convey and translate information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey information to others.

Frequently receive, understand, convey and translate complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

#### **Written Communication**

Frequently receive, understand, convey and translate straightforward information in a clear and accurate manner.

Frequently receive, understand, convey and translate information which needs careful explanation or interpretation to help others understand, taking into account what to communicate and how best to convey the information to others.

Frequently receive, understand, convey and translate complex conceptual ideas or complex information which may be highly detailed, technical or specialist.

### **TEAM WORK AND MOTIVATION**

#### **Implicit demands:**

Participate in and deliver their contribution to a team.

#### **Primary focus**

Be supportive and encouraging of others in a team; help to build co-operation by setting an example and showing a flexible approach to delivering team results; contribute to building team morale as an active participant in the team.

#### **Secondary focus**

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Participate in networks within the institution or externally in order to influence events or decisions; and undertake active collaboration to pursue a shared interest.

Initiate, build or lead internal networks; maintain relationships over time; establish communication channels for self or others to use in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information.

Initiate, develop or lead networks which are external to the institution in order to ensure dissemination of information in the right format to the right people at the right time; build relationships and contacts to facilitate future exchange of information.

## **SERVICE DELIVERY**

### **Implicit demands**

Deal with internal or external contacts who ask for service or require information; create a positive image of the institution by being responsive and prompt in responding to requests and referring the user to the right person if necessary. Contact is usually initiated by the customer and typically involves routine tasks with set standards or procedures.

### **Primary focus**

Deal with internal or external contacts where the service is usually initiated by the role holder, working within the institution's overall procedures or policies; AND / OR understand and explore customer's needs; adapt the service accordingly to ensure the usefulness or appropriateness and quality of service.

### **Secondary focus**

Occasionally set the overall standards for service across a function or area of the institution; monitor service levels; pre-empt changes in customers needs and anticipate future requirements; maintain overall quality balancing different demands; ensure others have the support they need to provide quality service and fulfil their role.

## **DECISION MAKING PROCESSES**

Take independent decisions which may endure for some time and impact mainly on/in the work team.

Be party to some collaborative decisions which are far reaching, complex and long-lasting; and work with others to reach an optimal conclusion which have a significant impact.

Provide advice or input to contribute to the decision making of others which is far reaching, complex and long-lasting and has a significant impact.

## **PLANNING AND ORGANISING RESOURCES**

### **Implicit demands**

Complete tasks to a given plan with allocated resources.

Plan, prioritise and organize own work or resources to achieve agreed objectives.





train students or others on specific tasks, issues or activities; assess performance and provide feedback during the event.

## **KNOWLEDGE AND EXPERIENCE**

Apply a breadth or depth of experience showing full working knowledge and proficiency of their own area of expertise; act as a point of reference to others; demonstrate continuous specialist development, acquiring and refining skills and expertise in new or related areas through undertaking and encouraging internal or external development activity.