

TRANSLATOR INTERPRETER LEAD	
NAME	
TENURE	<ul style="list-style-type: none"> • 1 FTE • Permanent • Start Date:
PLACE OF WORK	Christchurch or Auckland
DEPARTMENT	Communications and Resources
REPORTING TO	Head of Resources
DIRECT REPORT(S)	<ul style="list-style-type: none"> • Interpreter Booking Co-Ordinator's (1.5 FTE) • Interpreters / Translators (8.4 FTE)
FUNCTIONAL RELATIONSHIPS	<ul style="list-style-type: none"> • Cultural Advisor Deaf & Hard of Hearing (DHH) • Deaf Futures Group • Senior Leaders • Director Corporate Services • Director Communications • Middle Leaders • Service Teams
TRAVEL	National as required
PURPOSE OF THE ROLE	<p>The Translator Interpreter Lead is responsible for the day-to-day oversight, management, and leadership of the Interpreting & Translation services. They ensure responsive, prioritised and equitable access to this specialised communication service, enhancing opportunities for DHH to fully participate in the organisation. Tasked with providing for a seamless and cohesive interface between the service and other Ko Taku Reo units, they create and maintain a culture of professionalism, continuous improvement in practice and unwavering advocacy of New Zealand Sign Language (NZSL).</p>

KEY ACCOUNTABILITIES	
Services	<ul style="list-style-type: none"> • Translating and Interpreting services are accessible, timely, prepared, linguistically accurate, culturally appropriate, and professional • Translation and Interpreting services are adaptable and specialised to organisation need • Respond to service delivery concerns and queries with a resolution focus • Provides constructive feedback of NZSL video content. • Provides Interpreting and Translation support to the service roster as needed • Provides support to Interpreter Coordinators in the use of the Interpreter Management System (IMS) and makes decisions regarding priorities as needed.
Leadership	<ul style="list-style-type: none"> • Works collaboratively with the Head of Resources to review systems and services. • Actively coaches and supports direct reports by providing formal and informal feedback, including through regular meetings and the formal appraisal process. • Leads and demonstrates commitment to the bicultural partnership in Aotearoa and a commitment to understanding of Te Tiriti o Waitangi. • Coordinates external supervision for Staff Interpreters to provide supervision, guidance, and professional development support to ensure high-quality service delivery and continuous improvement. • Leads and engages in ethical, respectful, positive, collaborative professional relationships with: <ul style="list-style-type: none"> ○ Akonga ○ Colleagues, support staff and other professionals ○ Agencies, external stakeholders, groups, and individuals in the community ○ Leads a team-focused ethic and contributes to the corporate life of the school. • In collaboration with the Translator/Interpreters Team and the Deaf Futures Community develop and maintain a Standards of Practice for Translation & Interpreting services • Creates a strong team culture valuing diversity with professional excellence and accountability where members feel valued. • Ensures the visibility and participation of the service in broader organisation activities (e.g., H&S, all staff meetings & call back days) • Team members have excellent communication and clarity regarding expectations of role, projects, priorities, and service • Engages and collaborates with external partners on projects and initiatives including translation experts. • Promotes and leads inclusivity throughout the organisation, ensuring all learners feel they belong. • Supports the Code of Conduct.

Planning & Reporting	<ul style="list-style-type: none"> • Develop for approval and action Translating and Interpreting service Annual Plan including budgeting elements. • Works collaboratively with other team leads to support and contribute to achieving Annual Plan goals. • Using service data create reports that record service progress, identifies trends, anticipates, and mitigates risk • Applies a project management methodology to approved service initiatives • Is responsible for and manages an annual service budget
Management	<ul style="list-style-type: none"> • Manages translation tickets and teamwork following the Translator / Interpreter Guidelines before assigning tasks. Ensuring timely and efficient completion of projects. Proofs and quality-checks NZSL video content, offering constructive and actionable feedback to ensure high standards. • Manages the day-to-day needs of direct reports: Onboarding, induction, performance support, leave approval, disciplinary, access to PLD, resource allocation and exiting • Works with Human Resources and Head of Resources to manage any service vacancies (Job Description, Advertising, Interviewing and recruitment) and staffing matters. • Consults with Finance team regarding the interpreter budget, ensures tracking and updates, and pursues order approval for costs related to freelancers and agencies. • Facilitates team meetings, manages conflict, and provides coaching, mentoring and support. • Coordinates with the Interpreter Management System (IMS) provider through monthly check-ins, manages a ticket log for bugs, and collaborates on the development and implementation of new features. • Service roster is operational, fit for purpose and user friendly • Develops and maintains relationships with external preferred providers of Translating / Interpreting services
PERSON SPECIFICATION	
Qualification(s) and Technical Skills	<ul style="list-style-type: none"> • Tertiary tohu (L.5 +) in Communication, Specialist Education, Administration, or other relevant area • Fluency in NZSL • Full NZ Driver's License
Experience and Knowledge Profile	<ul style="list-style-type: none"> • 5+ years leading a team or coordinating administration services • Experience with DHH or Special Education in New Zealand • Experience in NZ Education sector • Experience Translating / or Interpreting NZSL • Understanding and awareness of Deaf Culture and the Deaf Community.

	<ul style="list-style-type: none"> Some experience in working with IT/ Software Systems e.g., Interpreter Management System
Key Competencies	<p>Decision Quality / Sound Judgement Makes good decisions based on a mixture of data, analysis, experience, and good judgement. Is sought by team members for advice, approval where applicable, and solutions</p> <p>Planning Accurately scopes out timeframe, difficulties in tasks, resources required, sets objectives and goals, breaks down work into process steps and tasks; develops schedules and task/people assignment with thresholds for decision-making; reviews and measures performance and costs against goals and evaluates outcomes</p> <p>Problem Solving / Analytical Skills Anticipates and adjusts plans for problems with pragmatism and a solution focus using rigorous logic; probes all probable sources and looks beyond the obvious for answers</p> <p>Peer Relationships and Collaboration Professional relationships that provide collaboration, consultation, and professional growth. Excellent communication skills both written and expression; builds excellent rapport, demonstrates empathy, active listening skills, checks assumptions and is open to the ideas of others.</p> <p>Interpersonal Savvy Excellent time management with ability to prioritise and multi-task. Reliable and efficient, adaptable, dynamic, and articulate</p> <p>Professional Integrity and Trust Accountable, reliable, and transparent. Builds and maintains trust with direct and kind communication. Consistently takes personal and full responsibility for an authentic reflective practice.</p>

SIGNED:

DATE:

(enter name)

Translator Interpreter Lead

Carey-Anne Whitaker
Resource Lead