

# PERSON SPECIFICATION



<b>Position:</b>	Sessional Interpreter/Translator
<b>Job Family/ Grade/Level:</b>	Qualified
<b>Purpose:</b>	To provide interpreting/translation from English to a community language and vice versa
<b>Summary of Role:</b>	<p>Reporting to the Manager, the main duties and responsibilities are:</p> <ul style="list-style-type: none"><li>• 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</li><li>• Maintain professional standards of quality and best practice in delivering interpreting and translations across a range of social care</li><li>• Keep abreast of developments in the field of interpreting and translation</li><li>• Participate in training delivered by or recommended by the service</li><li>• Maintain confidentiality of information associated with interpreting/translation assignments</li><li>• Co-operate with the introduction of new procedures and /or new equipment/technology</li><li>• Be conversant with and operate at all times within the current Health and Safety at Work Legislation</li><li>• Co-operating with the introduction of new procedures and/or new equipment/technology associated with the role</li></ul> <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
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• Diploma in Public Service Interpreting (dpsi) Level 6</li> </ul>	<ul style="list-style-type: none"> <li>• SVQ level 4 and/or a equivalent professional qualification</li> <li>• Full current UK driving licence.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Application Form</li> <li>✓ Certificates</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Can use initiative to deal with individual cases</li> <li>• Ability to implement a planned intervention for assigned complex and high risk cases to reduce risk to individuals and the community</li> <li>• Can deal effectively with challenging behaviour</li> <li>• Can conduct assessments in complex or high risk circumstances</li> <li>• Can organise, manage, develop and motivate a team of staff in the delivery of the service</li> <li>• Acquire, review and monitor case information for public access and act on behalf of Glasgow City Council</li> <li>• Can exercise expert judgement in assessing the risk associated with assigned cases</li> <li>• Adept at working in partnership with external agencies in relation to operational issues</li> <li>• Provide advice, guidance and direct support to service users, investigating and referring complex and high risk situations for the protection of vulnerable service users</li> <li>• Supervise, control and review the delivery of service within own service area</li> <li>• Ability to plan and prioritise workload</li> <li>• Organise and authorise the deployment of staff</li> <li>• Relevant level of IT skills.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to compile and present information in own service area</li> <li>• Can contribute towards developing local, national and professional policy, standards and procedures</li> <li>• Presentation and advocacy skills.</li> </ul>	<ul style="list-style-type: none"> <li>✓ Application Form</li> <li>✓ References</li> <li>✓ Interview</li> <li>✓ Assessment</li> </ul>

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

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

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