

## Position Description

This position description outlines the primary purpose, key responsibilities and accountabilities necessary to meet the requirements of the role. It is not intended to be a complete list, but rather provides a framework, in broad terms, of the company's expectations of the role. Other duties, KPIs and objectives may be assigned from time to time to meet the business needs of the organisation.

<b>Position Title</b>	<b>Manager, Interpreting</b>	<b>Department</b>	<b>Service Delivery</b>
<b>Reports to</b>	<b>General Manager, Service Delivery</b>	<b>Effective date</b>	<b>August 2024</b>
<b>Responsible for</b>	<b>Team Leader interpreting, Interpreters &amp; Notetakers, Sign Guides</b>	<b>Location</b>	<b>Expression Head Office</b>

## Role Overview

The Manager, Interpreting, will oversee the delivery of high-quality Auslan interpretation services, including Deaf interpreting, live captioning, and notetaking. This role involves managing a diverse team of interpreters and ensuring high quality service delivery in line with industry standards. The ideal candidate will have extensive experience in Auslan interpretation and a deep understanding of the Deaf community's needs. This position also involves providing daily supervision and support to a workforce of full-time, part-time, and casual interpreters and notetakers, serving both internal and external clients. The Manager will be responsible for growing and managing contracts with a large range of clients across many sectors and designing, developing and implementing new services within their portfolio

## Knowledge, Skills & Experience

### Education, Qualifications, Certifications & Memberships

- Relevant tertiary qualification

### Essential Experience and Skills

- Exceptional customer and high-level stakeholder management skills, with a track record of building and maintaining strong relationships
- Proficiency in Auslan
- Contract management, monitoring and reporting
- Experience in service design, development, and implementation
- Demonstrated leadership experience, with a focus on team development and performance management
- Financial acumen, with experience in budget management and resource allocation.
- Excellent interpersonal communication skills (both verbal and written)
- Strong project management skills, with the ability to lead multiple initiatives simultaneously.
- Well developed organisational and time management skills
- Strong skills in Microsoft Office applications

### Desirable Experience and Skills

- Interpreting qualifications strongly preferred
- Tertiary qualifications in a related field
- Demonstrated understanding of NDIS
- Knowledge of Deaf community, barriers faced by deaf people, an understanding of Auslan language and language variation.

### Key Personal Skills

- You are a highly motivated individual who proactively, purposefully and efficiently completes work tasks to meet the needs of the business.
- You are honest and respectful towards others and works as part of a team.
- Displays appropriate behaviour in the workplace in line with Expression Australia's Code of Conduct.
- Takes ownership and responsibility for their key responsibilities and accepts direction.

- Demonstrates initiative and a willingness to put forward ideas along with demonstrating a personal interest toward improving the way key responsibilities 'could' be achieved.
- Possesses appropriate skills and emotional intelligence to resolve working relationship issues if they arise.
- Demonstrates flexibility and resilience to cope with change.

<b>Key Deliverables</b>	<p>The Manager, Interpreting will lead the team delivering high quality interpreting services to our clients. The role requires a strategic thinker with a passion for continuous improvement, a commitment to customer service, strong experience in service design, development and delivery, and a proven track record in project and people management.</p> <ul style="list-style-type: none"> <li>• Lead and oversee national interpreting services, ensuring high-quality delivery to individual, government, community and corporate clients.</li> <li>• Maintain and grow excellent customer and stakeholder relations, ensuring their needs are met and expectations exceeded.</li> <li>• Manage contracts, compliance and reporting requirements</li> <li>• Monitor, evaluate, and optimize performance using innovative solutions.</li> <li>• Implement systems and structures that support business growth and organizational objectives.</li> <li>• Develop and launch new services</li> <li>• Manage financial aspects of the language services function, including budgeting and cost optimisation.</li> <li>• Oversee project management of initiatives, ensuring timely and successful execution.</li> <li>• Foster team skills and culture by coaching and developing team members, promoting a culture of high performance and continuous improvement.</li> </ul>
-------------------------	--

Job Specific Responsibilities	
<i>Key performance indicators will be clearly defined through the performance planning process.</i>	
<b>Contribute to the achievement of Expression Australia's strategic objectives</b>	<ul style="list-style-type: none"> <li>• Advance Expression Australia's vision by executing strategic priorities.</li> <li>• Model behaviors aligned with the strategic plan and organizational values.</li> <li>• Identify and pursue new business opportunities.</li> <li>• Adhere to relevant Quality frameworks, including ISO and NDIS standards.</li> </ul>
<b>Financial management</b>	<ul style="list-style-type: none"> <li>• Oversee and monitor departmental finances to ensure alignment with and achievement of the annual organisational budget.</li> <li>• Implement, enhance, and enforce policies and procedures to improve the financial and operational effectiveness of the company.</li> <li>• Take full responsibility for managing the departmental budget within delegated authority, ensuring alignment with financial targets.</li> <li>• Ensure Expression Interpreting meets budgeted forecasts, actively driving improvements and exploring opportunities for increased efficiency.</li> <li>• Develop and execute operational business plans aimed at achieving performance indicators.</li> <li>• Collaborate with the Finance team to ensure the timely and smooth operation of the Interpreting invoicing process.</li> </ul>
<b>People, Culture &amp; Leadership</b>	<ul style="list-style-type: none"> <li>• Model the Expression Australia values: Respect, Adaptability, Progressiveness, Inclusivity, and Diversity.</li> <li>• Provide clear direction and leadership, ensuring alignment with strategic and operational objectives.</li> <li>• Lead a highly engaged and high-performing team that drives organisational growth.</li> <li>• Foster a motivating environment that encourages positive communication, respect, and flexibility.</li> <li>• Set and align team goals and KPIs, including personal development plans, with strategic objectives.</li> <li>• Monitor and communicate individual and team achievements, while identifying opportunities for growth.</li> <li>• Provide regular feedback, coaching, and development opportunities.</li> <li>• Cultivate a continuous learning and results-driven environment focused on client outcomes.</li> </ul>

<b>WHS &amp; Quality Compliance</b>	<ul style="list-style-type: none"> <li>Take reasonable care for their own health and safety, as well as the health and safety of colleagues, clients, and the organisation.</li> <li>Strictly adhere to WHS (Work Health and Safety) guidelines.</li> <li>Comply with the organisation's Quality framework.</li> </ul>
<b>Business Growth and Efficiency</b>	<ul style="list-style-type: none"> <li>Responsible for all contract management and growth reporting,</li> <li>Develop and provide advice to bid for new business, reviewing existing contracts and agreements, and in regard to structures.</li> <li>Collaborate with the Finance &amp; Administration team with payroll and invoicing functions, with both existing systems and processes and transition to future systems and processes.</li> <li>Develop and establish national stakeholder partnerships to increase access and inclusion for clients.</li> <li>Work collaboratively to market and grow our services and our offerings.</li> <li>Monitor and evaluate performance of language services and undertake analysis to optimise performance through innovative solutions.</li> <li>Determine supports, systems and structure required to best support the wider business growth and organisational objectives.</li> </ul>

**Our Team Oriented Approach**

It is expected that staff shall at all times promote, act, behave and make decisions that are consistent with the vision, values and code of conduct of Expression Australia at all times.

All duties should be performed in a manner consistent with relevant legislation and occupational safety and health legislation along with Expression Australia's operational procedures.

<b>Acceptance</b>		
EMPLOYEE NAME	SIGNATURE	DATE