



## Position Description

### Manager – Translations

Department: Translations

Reports to: General Manager, Impact

Location: Flexible

#### Position Purpose:

The Manager – Translations is responsible for managing Deaf Connect’s Translations Service which encompasses delivery of external fee for services and outward-facing organisational communications.

The role will lead a team of creative, translations and video specialists, driving a positive team and collaborative culture. The role will build capacity to deliver fee-for service translations work, as well as managing external stakeholder relationships, to increase the service pipeline and grow revenue.

#### Position – Key Results Areas

The Manager – Translations works under the direction of and in consultation with the Chief Impact Officer in delivering against each area of accountability outlined below:

- Build capacity of Translations team, including the talent pool, to deliver increased fee for service translations work to a high standard
- Develop processes, workflows and coordination to support the provision of a high-quality service, including developing and resourcing quality control functions
- Increase Deaf Connect capacity to engage with Translations throughout project lifecycles and benefit from creative and Auslan First skill sets
- Development of a three-year business plan to ensure service sustainability and revenue growth, with a focus on identifying and maintaining stakeholder and partnership opportunities
- Manage and lead relations with key sector stakeholders to advance the Translations industry and profession
- Manage and lead relations with key internal stakeholders to ensure a cohesive, collaborative and seamless process for producing video content

ACCOUNTABILITY			
Has direct responsibility over	[1]	Recommends, advises, interprets	[2]
Shares responsibility with others	[3]	Provides information	[4]



### **Operational Management**

- Provide leadership, coaching and mentoring to team members to support in the oversight of the [1]  
day-to-day workforce and service delivery operations and projects of the Translations Team.
- Oversee, manage and approve recruitment and induction [1]
- Ensure all direct reports receive adequate and appropriate training, development, support and [1]  
supervision in order to enhance and improve work practices and individual performances, and  
timely documentation
- Manage fee for service agreements and contracts, ensuring compliance, quality and reporting [1]  
needs are met [1]
- Ensures risk assessments are completed, as required
- Engage and ensure staff engage in the application of Work Health & safety policies and practices [1]
- Review and approve reporting staff timesheets and leave requests [1]
- Develop, implement and report on the Translations Business Plan, including delivering on budget. [1]
- Coordinate all financial aspects of the service, including managing complex quotes and projects [1]
- Produce monthly reports capturing key data and metrics [1]

### **General**

- Other duties as directed by Chief Impact Officer [1]
- Produces reports internally and externally as required [1]
- Ensure internal and external opportunities for evaluation, learning, knowledge sharing and [1]  
innovation are maximised
- Follows Deaf Connect policies, procedures, legislation, risk management and compliance matters [1]
- Takes responsibility for own professional development, identifies and requests appropriate training [1]  
and development opportunities
- Contribute to the review of workplace health and safety procedures, including investigating of [1]  
incidents and the identification and management of hazards
- Contribute to the development and review of Deaf Connect quality management system [1]

## DECISION MAKING

### Decisions

Spending within approved budgets  
Time management, work prioritisation, processes and procedures  
Take appropriate action in relation to matters of urgency that may arise and make routine judgements on advice and information given, ensuring the safety of self, staff and clients.

### Recommendations

Policy and service directions and priorities  
Translations support continuous process and performance improvement  
Service gaps and needs across service provision areas  
Contribute to the team's work and strategic plans

## PRIMARY RELATIONSHIPS

### Internal

Chief Impact Officer  
Creative Director

Team Members  
Casual workforce

### External

Industry and sector networks and partners  
Clients

### Purpose / Relationship

Direct Line Management  
Line management and development, reporting, advice and support  
Leadership, advice and support  
Line management  
Line management

### Purpose / Relationship

Leadership, liaison, collaboration and advice  
Relationship management, compliance and delivery



## KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

[N] None	[L] Little need	[D] Desirable
[M] Moderate	[I] Important	[C] Critical

	N	L	D	M	I	C
<b>Leading</b>						*
<b>Innovating</b>						*
<b>Planning</b>						*
<b>Organising</b>						*
<b>Patience &amp; Friendliness</b>					*	
<b>Customer/Client Orientation</b>						*
<b>Financial Acumen</b>					*	
<b>Administration</b>					*	
<b>Auslan</b>						*
<b>Professionalism</b>						*
<b>Acceptance</b>					*	
<b>Problem Solving</b>						*
<b>Deciding</b>					*	
<b>Implementing</b>					*	
<b>Communicating</b>						*
<b>Flexibility</b>					*	
<b>Consulting</b>					*	
<b>Participating</b>					*	

## SELECTION CRITERIA

### Essential

- Formal qualifications / experience in service delivery and business growth or a related field
- Experience in team management
- Demonstrated highly developed team leadership and management skills, including the ability to manage change and generate a positive team and collaborative culture
- Demonstrated high level interpersonal and communication skills, including proven ability in the effective negotiation, liaison, consultation and engagement of key stakeholders and partnerships
- Ability to work with minimal supervision
- Strong organisational and time management skills
- Positive and flexible attitude
- Commercial acumen and ability to grow revenue
- Deep knowledge of Auslan and the Deaf community

### Desirable

- Experience working in the translation sector
- Experience with video and content creation, including presenting, editing and captioning



Please sign below your agreement of the above position description

Print Name

Signature

Date