



Coventry City Council

Job Description

Post:	Interpreter / Translator	Job Number:	Y5226D
Service:	Coventry Interpretation and Translation Unit (CITU)	Post Number:	
Location:	One Friargate	Grade:	4

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

To provide an Interpreting and translating service for a range of organisations (City Council , Health and other organisations as requested through the City Council) and their service users whose first language is not English, hence making service provision more accessible to the Minority Ethnic communities.

Main Duties and Responsibilities:

The Interpreter/translator is expected to provide a citywide and Warwickshire service for the benefit of staff and service users of the department and their partners whenever he/she is required. They will also from time to time be required to travel outside these areas.

The specific duties will include:-

1. To be available at all times during the day. Such times will be advised in advance. However Interpreters are also expected to be prepared to work during evening, nights and weekends.
2. To provide an interpreting service, on the request of the Coventry Interpretation and translation Unit (CITU) in various situations and settings including one to one interviews. Family interviews, case conferences, group meetings, health appointments, conferences, discussions and public meetings.
3. To provide confidential, high quality verbal interpretation services to Coventry City Council clients, departments and partners, meeting service levels and agreed targets.
4. To provide, when requested, high quality interpretation services to City Council departments, the Health Services, and other partners at various locations.
5. To assist non-English speaking clients in making verbal or written representations.
6. To provide information, support and advice to officers using the service about the culture and religious background of the community, enabling officers to deliver appropriate and sensitive services in a fair, equitable and inclusive manner.
7. To ensure that it is an end to end service i.e. arranging next appointment/s or ensuring client understand what they next have to do or sign posting them as appropriate.

8. To provide the interpretation service in line with City Council's Code of Conduct and the Council's Behaviour policy and Interpreters code of practice.
 9. To follow the services booking and administration processes to ensure timely payments and deadlines are met with the relevant paperwork fully completed within the deadlines.
 10. To provide the service within a performance management framework, meeting Local Service Agreement targets.
 11. To be able to identify and deal with emergency enquiries with the ability to relate to all clients, sometimes in stressful and/or sensitive situations.
 12. To be able to deal with clients in line with personal safety guidelines and have regard to Health and Safety requirements
 13. To converse fluently in both English and one or more language(s), and can switch from one language to the other with confidence and ease.
 14. To translate leaflets, posters, letters, notices, consultation and policy documents, publications and other literature or publicity material.
 15. To ensure that all translated material produced is of the highest quality and within requested deadlines.
 16. To provide telephonic communication as and when required to allow communication between client and professional by passing on messages.
 17. To undertake and maintain Disclosure and Barring Service requirements.
 18. To undertake any other related areas of work as required by the immediate Supervisor
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Senior Interpreter

Date Reviewed: November 2015

Updated: August 2021



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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Role of interpreters in facilitating communication in various situations
	<ul style="list-style-type: none"> • Importance of confidentiality
	<ul style="list-style-type: none"> • A good standard of written and verbal knowledge of their language
	<ul style="list-style-type: none"> • Good command of English, both written and spoken.
	<ul style="list-style-type: none"> • Knowledge and awareness of sexism, racism, disability, ageism, FOI, data protection, safeguarding and other relevant policies and procedures.
	<ul style="list-style-type: none"> • Knowledge of the code of Practice for Interpreters
	<ul style="list-style-type: none"> • Knowledge of cultural issues

Skills and Abilities:	<ul style="list-style-type: none"> • How to handle difficult situations in a constructive and helpful manner
	<ul style="list-style-type: none"> • Prioritisation of work
	<ul style="list-style-type: none"> • Handling Group situations
	<ul style="list-style-type: none"> • To freely communicate between relevant minority ethnic language and English in a cultural context.
	<ul style="list-style-type: none"> • To interpret and translate with a good standard from English to the relevant language and vice versa
	<ul style="list-style-type: none"> • To work alone and as part of a team.
	<ul style="list-style-type: none"> • To be punctual and meet deadlines
	<ul style="list-style-type: none"> • Ability to analyse information rapidly.
	<ul style="list-style-type: none"> • The ability to be intuitive and make decisions
	<ul style="list-style-type: none"> • The ability to listen, question and seek information so as to communicate effectively, clearly and precisely in both languages at speed.
	<ul style="list-style-type: none"> • The ability to concentrate on a task over a period of time without being distracted with high level of concentration and alertness
	<ul style="list-style-type: none"> • The ability to cope with emotional situations and responding to unanticipated problems
	<ul style="list-style-type: none"> • To be flexible to the needs of the client and professional requiring the service
	<ul style="list-style-type: none"> • To maintain objectivity and to interpret /translate honestly without changing meaning.
<ul style="list-style-type: none"> • To maintain confidentiality 	

Experience:	<ul style="list-style-type: none"> • Experience of undertaking Interpretation and translation work.
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	<ul style="list-style-type: none"> • Life experiences with a minority ethnic culture and wider society and the ability to put into various perspectives
	<ul style="list-style-type: none"> • An in-depth knowledge of the particular language relevant to the post
	<ul style="list-style-type: none"> • Experience in giving advice and information on culture, language and related issues.
	<ul style="list-style-type: none"> • Experience in working under pressure and to tight deadlines
	<ul style="list-style-type: none"> • Experience of Social care and Housing and Health terminology to be able to translate into the relevant language.

Educational:	<ul style="list-style-type: none"> • Minimum of degree or equivalent qualification
	<ul style="list-style-type: none"> • Preference to DPSI (Diploma in Public Service Interpreting) or equivalent qualification. Grade 5
	<ul style="list-style-type: none"> • Continual updating of knowledge so as to meet changing terminology

Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).
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