

Bilingual Admin Support Officer - Grade 5

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead so we are always looking for better and smarter ways to work.

The Community Language Service (CLS) provides translation and interpretation service for Kirklees Council and many external public service providers, including NHS Trusts, Schools, Solicitor firms and many other organisations.

This CLS is part of the Community Plus and Integration.

This role is based within Corporate Services. Click here to find out more [●](#)

To find out more about working for Kirklees please click [here](#)

The Job

You will provide administrative support to ensure the CLS provides professional and efficient interpretation provision to individuals and communities.

You will play a major role in taking, recording and confirming bookings to both interpreters and customers.

As part of your role you will also arrange payments to interpreters, using internal systems.

You will deal with sensitive and confidential information in line with Data Protection requirements and make arrangements for customers and interpreters to discuss their needs in appropriate privacy.

Responding sensitively to the diverse needs of individuals and groups in the community you will support colleagues to ensure and maintain equality of access.

You will liaise with both internal and external services to ensure resources are used effectively and efficiently.

Maintaining systems and processes to ensure records are kept, you will provide data to managers to allow the evaluation of the effectiveness of the Service.

Job Checklist

- Assist in the administrative day to day running of the Service.
- Ensure effective administrative processes are maintained to ensure effective service delivery.
- Provide general information to interpreters in relation to assignments.
- Accurately process interpreter's claim forms.
- Maintain confidentiality in relation to information at all times.
- Prepare basic Management Information as required.
- Contribute to team and service objectives.
- Take bookings, arrange interpreters and record bookings.
- Deal with customer enquiries by telephone, face to face or in writing.

Please click [here](#) to see your responsibilities related to safeguarding.

The Person

We need our employees to be driven to achieve the best, to be hard working, respectful and thoughtful to each other and our customers and to be creative, wherever they work.

Assisting in the day to day running of the interpretation section of Community Languages you will use your organisation skills to provide administrative support to customers by making an effective use of database and other IT programmes. Your numeracy skills will enable you to process interpreters claim forms, provide management information and ensure the resources available are used to best effect.

Using your customer service skills you will deal with customer and translator enquiries in a courteous, helpful, understanding and sensitive manner, responding positively to customer needs.

With effective written and verbal communication skills in English, your knowledge and understanding of the cultural and linguistic needs of black and minority communities and the needs of asylum seeking and refugee communities will allow you to support the Service response to the needs of individuals and community groups .

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honest
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. To find out more about Council Behaviours and Expectations please click [here](#). These will be tested throughout the selection process.

Person Checklist

- Understanding of cultural/linguistic needs of black and ethnic minorities, asylum seekers and refugees.
- Experience of working in a team with people who are from different cultural and religious backgrounds.
- Experience of working in a customer service environment dealing with enquiries by telephone and face-to-face
- Numeracy skills to be able to maintain accurate numerical and statistical information, and undertake calculations and checking of financial documents/data.
- Literacy skills to understand and produce documentation.
- Knowledge of word processing and spreadsheet e.g. Microsoft Word and Excel to produce documentation and data.
- Basic knowledge and understanding of translation and interpretation service.
- With effective written and verbal communication skills in English, speaking another main language of Kirklees, namely Punjabi, Urdu, Gujarati, Kurdish, Arabic or Polish will be required with a good fluency.

This Role Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Recruitment Purposes: In order to be considered for this role you will need to meet the criteria outlined in the Person Checklist.