

Job Title	Senior British Sign Language Interpreter / English Interpreter
Role	Provide simultaneous and consecutive interpreting between British Sign Language and English. Accurately communicate information between languages, using cultural mediation when appropriate. Work with a range of customers with a variety of language needs. Deliver the service in a wide range of settings and domains. Undertake Line Management of employed providers.

Professional Standards		
Qualification	Essential	CACDP Interpreting NVQ Level 4 English Language 'A' Level or equivalent
	Desirable	British Sign Language / English Interpreting Bachelor of Arts (BA) or Bachelor of Science (BSc) British Sign Language / English Interpreting Master of Arts (MA)
Professional Membership	Essential	CACDP IRP Registered Qualified Interpreter status ASLI Licensed Member status
	Desirable	ASLI Fellowship status
Experience	Essential	Three years of interpreting experience in appropriate settings
	Desirable	Four years of interpreting experience in appropriate settings
Criminal Records Bureau (CRB)	Undertake assessment and be approved by the CRB at Enhanced Level.	
Security Clearance	Undertake assessment and be approved for work with customers who require a security clearance check.	
Indemnity Insurance	Undertake assessment and be approved for individual and/or company professional indemnity insurance.	
Additional Skills	Essential	Possess or able to develop management skills to manage service delivery or other employees. Understanding of information technology and able to use a mobile telecommunications device and a satellite navigation system. Proficient in the use of Microsoft Outlook, Word and Excel programs. Able to compose a report or letter and undertake basic numerical equations.

	Desirable	<p>Additional communication support skills (Notetaker, Lipspeaker or Deafblind Guide/Interpreter)</p> <p>Possess a clean, valid Driving License which permits the use of a motor vehicle in the UK, the rest of Europe and other continents.</p> <p>Understand the service unique selling points and the ability to communicate this information to customers.</p>
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Duties	
Communication	<p>Undertake preparation to become familiar with a given setting, topic or specific vocabulary.</p> <p>Assess the setting and adapt behavior and level of formality to suit the environment.</p> <p>Obtain appropriate information from the customer regarding the nature, intent and content of the session.</p> <p>Brief customers on the role, ethics and function of the Interpreter.</p> <p>Treat each customer as an individual, assess their language needs and modulate service delivery.</p> <p>Interpret between British Sign Language and English in a professional and impartial way.</p> <p>Interpret accurately and fluently, whilst monitoring understanding.</p> <p>Intervene appropriately to assist communication or to correct an error or misunderstanding.</p> <p>Understand Deaf Culture / Community and culturally mediate to resolve communication difficulties.</p> <p>Deliver the service in a range of settings and domains commensurate with the level of qualification and experience.</p>
Quality	<p>Adhere to the relevant Code of Practice and/or Code of Ethics and/or policy whilst delivering the service.</p> <p>Adhere to the policy, procedure and practice of a given setting or domain.</p> <p>Deliver the service in line with the Contract, Terms & Conditions, Assignment Confirmation, Service Standards and best practice.</p> <p>Constantly monitor, maintain and improve the quality of interpretation.</p> <p>Admit any error, misunderstanding or limitations immediately.</p> <p>Maintain a professional and non-discriminatory approach at all times.</p> <p>Ensure that the interest of the customer remains paramount at all times.</p> <p>Be punctual, but report any delay to the Call Centre immediately.</p> <p>Collaborate with employees, providers and customers in an open and cordial manner, respecting the best practice of other professionals.</p> <p>On request, provide a customer with a Complaint Form and explain the Complaint Procedure.</p>

Quality Assurance	<p>Maintain a Log and enter any difficulties encountered, specific language needs, identified risks or advice relating to the session. Report any issue to the Line Manager who will liaise with the Managing Director.</p> <p>Whilst maintaining confidentiality, relate experiences and exchange information with other employees/providers to improve service delivery.</p> <p>Distribute a Feedback Form to a sufficient number of Customers in order to attain a return rate of 10% (40) per year.</p> <p>Attend Quarterly Development Days to discuss service performance, service delivery and improving standards.</p> <p>Inform the Line Manager of any failure in a system, procedure or in service delivery immediately.</p>
Administration	<p>Liaise closely with the Call Centre and inform a Co-ordinator of your current status and location.</p> <p>When a customer requires a repeat session, contact the Call Centre to arrange the appointment.</p> <p>Maintain an electronic record of assignments in a computerised diary.</p> <p>Complete an electronic Timesheet, Expense Record and Mileage Form and submit this to the Call Centre.</p> <p>Prepare a report of activity each week and forward this via email.</p>
Management	<p>Line manage Associate Interpreter grades.</p> <p>Make contact with each subordinate once per week and provide information, support and guidance.</p> <p>Deal with any issues or matters raised and if appropriate, report them to the Managing Director.</p> <p>Maintain a record of interaction and submit a report regarding each subordinate to the Managing Director every 3 months.</p>

Person Specifications		
Individual	Personality	<p>Confident, independent and self-regulating.</p> <p>Empathic communicator and a confident speaker.</p> <p>Amenable, tolerant and good humoured.</p> <p>Positive, determined and goal orientated.</p> <p>Reliable, punctual and trustworthy.</p> <p>Analytical and reflective regarding professional practice.</p> <p>Informed, knowledgeable and able ascertain relevant information.</p> <p>Clearly focused on high quality service delivery.</p> <p>Organised, able to effectively manage time and arrange travel/logistics.</p>
	Personal Situation	<p>Able to travel throughout the UK, the rest of Europe and other continents.</p> <p>Able to work extended hours when required including evenings, weekends and on Public Holidays.</p>

		Able to participate in the On Call rotation scheme and spend periods located away from home. Able to attend meetings, professional/development training and mentor sessions.
Team	Co-working	Co-operative, flexible and adaptable. Able to provide and receive support. Able to provide and receive critical analysis.
	Team Working	In addition to Co-working skills, the ability to participate, negotiate and take leadership.
Company		Committed to the aim and activities of the employer. Able to promote and further the interest of the employer. Able to work in a supportive manner by listening, questioning, respecting others, offering assistance, sharing knowledge and participating. Able to work collaboratively in identifying issues and negotiating resolutions. Able to assist with the identification of tasks, monitoring of workload and the planning of service delivery. Able to manage a particular area of work and/or projects.

Conduct	
Conduct Policy	Adhere to the Conduct Policy and maintain a professional approach. Promote and seek to further the interests of the employer.
Code of Ethics	Adhere to the Code of Practice issued by Council for the Advancement of Communication with Deaf People (CACDP) and/or the Association of Sign Language Interpreters (ASLI).
Policy	Understand, adhere to and implement all company policy, procedure and practice.
H & S	At all times and in all settings adhere to Health & Safety at Work Act (1974). Understand the rules and regulations that apply to the employee and employer. Understand the process of risk assessment and take action to reduce or remove risk. Ensure that you do not, by action or inaction, place yourself or your customers at risk. Any perceived or identified risk must be recorded and reported to the Managing Director immediately.
Security	Maintain personal security, adhere to guidance and avoid risk. Adhere to all policies and any advice given by the customer. Avoid being alone with an individual customer, especially when a customer is a vulnerable adult or a child. Take responsibility for personal items, effects and company equipment. Do not unduly expose personal possession in a public place. Report any suspicious baggage or activity to the Police.

Confidentiality	<p>Managing confidential information and material is an intrinsic aspect of this role. Access to business, service and customer information must be controlled and only disclosed when appropriate.</p> <p>Understand and agree to the Contract of Confidentiality.</p> <p>Adhere to the articles within the Code of Practice and /or Code of Ethics relating to confidentiality.</p>
Data Protection	<p>The employer is registered under the Data Protection Act 1984. An employee should use customer information for the sole purpose of providing a service. An employee must protect this information and they may not disclose information to a third party without appropriate authority.</p>
Equality & Diversity	<p>Behave in a manner which values diversity and respects equality.</p> <p>Maintain a non-judgmental and non-discriminatory approach when working with people who are different.</p> <p>Attain knowledge of ethnic origin, disability, age, gender, sexual orientation, and faith.</p> <p>Understand how cultural background, group affiliation, community involvement, economic circumstance, social position and physical/mental health influence the individual.</p> <p>Be tactful and sensitive when correcting language use, giving information or culturally mediating.</p>
Declaration	<p>Any criminal act, conviction, professional disbarment or limitations placed on practice must be declared.</p> <p>Any involvement or financial interest in an activity or business which is in competition with the employer must be declared.</p> <p>An employee will not to engage in alternate employment, where such work may be in conflict their employer business. Any work which may be detrimental to the activities of the employer must be declared.</p> <p>Gifts offered by customer which are low in monetary value and which are not related to service delivery or performance do not need to be declared.</p> <p>Gifts offered by customers which are high in monetary value or which are intended to gain favour or better treatment must be declared.</p>
Disclosure	<p>Adhere to the Disclosure Policy and report any breach of the Code of Conduct, Code of Practice / Code of Ethics, Civil or Criminal law by employees, providers or customers to the Managing Director.</p>

Deliverables	
Availability	<p>After the deduction of Annual Leave, Sick Leave, Study Leave and Discretionary Leave there are 220 working days (excluding weekends). This post is required to be available to deliver the service 220 working days per year and to actively participate in the On Call rotation scheme.</p>
Assignments	<p>This post is required undertake a minimum of 200 days or 400 sessions of service delivery per year.</p>

Bonus	Once the minimum level of service delivery is reached, any additional days or sessions will contribute to the bonus target. The bonus scheme is incremental, proportional and awarded to a maximum of 20 days or 40 sessions.
Management	Make contact with each subordinate every week. Maintain a record of interaction and submit a report to the Managing Director every 3 months.
Evaluation	Distribute sufficient Feedback Forms to illicit a response from 10% of customers per year. This equates to a minimum of 40 customers per year.
Administration	Complete a Time Sheets, Expense Record and Mileage Form on the last day of each month and submit it with 5 working. Prepare a report of weekly activity and submit it each Friday.
Participation	Attend the following events at the frequency indicated: Quarterly Development Days (including Supervision) – 4 times per year Mentor Meeting – Minimum of 4 times per year Continuous Professional Development – Minimum of 2 times per year ASLI Regional Meeting – Minimum of 2 times per year
Professional Development	Undertake professional training and/or development to achieve the desired level of qualification within a predetermined timescale.

Employment Conditions						
Tenure	Permanent					
Salary Range	A3	30,000	A2	32,000	A1	34,000
London Weighting (10%)		3,000		3,200		3,400
On Call Allowance (5%)		1,500		1,600		1,700
Bonus Scheme (10%)		3,000		3,200		3,400
OTE Range		37,500		40,000		42,500
Professional Membership	CACDP IRP Registered Qualified Interpreter ASLI Licensed Member					
Professional Development	Continuous Professional Development Quarterly Development Days Mentor					
Benefits	Medical Assurance Scheme					
Resources	Mobile telecommunications device Satellite navigation system Travel Card / Mileage Allowance H & S equipment					

Employment Location	Employed and formally located at Surditas House, Bromsgrove Road, Redditch B97 4QY. Permitted to travel between home and an assignment without attending the place of employment.
Travel	Predominant area of service delivery is London and the South East. Travel throughout the UK, the rest of Europe and other continents may be required.
Hours of Work	Standard 37.5 hour week (Monday to Friday 9:00am to 5:30pm), however flexibility is required to meet seasonal variation in demand and customer need. An On Call rotation scheme is in operation (Monday to Friday 6pm to 8am, weekends and Public Holidays).
Annual Leave	28 days per year, including 8 Public Holidays.
Discretionary Leave	Maximum of 2 days paid leave per year, statutory arrangements thereafter.
Sick Leave	Maximum of 5 days paid leave per year, Statutory Sick Pay (SSP) thereafter.
Study Leave	Maximum of 5 days per year.
Dress Code	Clothing must be of a dark colour (black, dark grey, dark brown, dark green or dark purple). The type of clothing and the way it is worn should be conservative and be appropriate for the setting or domain.
Line Management	This post is directly managed by the Managing Director. Work is allocated to this post by a Senior Co-ordinator who is responsible to the Managing Director.