## POSITION DESCRIPTION

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Translation and Interpreting Coordinator</th>
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<tbody>
<tr>
<td>Organisation Unit:</td>
<td>Institute of Modern Languages</td>
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<tr>
<td>Position Number:</td>
<td>3003098</td>
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<tr>
<td>Type of Employment:</td>
<td>Continuing, Full-time</td>
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<tr>
<td>Classification:</td>
<td>HEW Level 5</td>
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</table>

### THE UNIVERSITY OF QUEENSLAND

The University of Queensland (UQ) contributes positively to society by engaging in the creation, preservation, transfer and application of knowledge. UQ helps shape the future by bringing together and developing leaders in their fields to inspire the next generation and to advance ideas that benefit the world. UQ strives for the personal and professional success of its students, staff and alumni. For more than a century, we have educated and worked with outstanding people to deliver **knowledge leadership for a better world**.

UQ ranks in the world’s top universities, as measured by several key independent ranking, including the Performance Ranking of Scientific Papers for World Universities (43), the US News Best Global Universities Rankings (52), QS World University Rankings (47), Academic Ranking of World Universities (55), and the Times Higher Education World University Rankings (60). UQ again topped the nation in the prestigious Nature Index and our Life Sciences subject field ranking in the Academic Ranking of World Universities was the highest in Australia at 20.

UQ has an outstanding reputation for the quality of its teachers, its educational programs and employment outcomes for its students. Our students remain at the heart of what we do. The UQ experience – the UQ Advantage – is distinguished by a research enriched curriculum, international collaborations, industry engagement and opportunities that nurture and develop future leaders. UQ has a strong focus on teaching excellence, winning more national teaching excellence awards than any other in the country and attracting the majority of Queensland's highest academic achievers, as well as top interstate and overseas students.

UQ is one of Australia’s Group of Eight, a charter member of edX and a founding member of Universitas 21, an international consortium of leading research-intensive universities.

Our 50,000-plus strong student community includes more than 13,000 postgraduate scholars and more than 12,000 international students from 144 countries, adding to its proud 240,000-plus alumni. The University has about 7,000 academic and professional staff and a $1.8 billion annual operating budget. Its major campuses are at St Lucia, Gatton and Herston, in addition to teaching and research sites around Queensland and Brisbane city. The University has six Faculties and four University-level Institutes. The Institutes, funded by government and industry grants, philanthropy and commercialisation activities, have built scale and focus in research areas in neuroscience, biomolecular and biomedical sciences, sustainable minerals, bioengineering and nanotechnology, as well as social science research.
UQ has an outstanding track-record in commercialisation of our innovation with major technologies employed across the globe and integral to gross product sales of $11billion+ (see http://uniquest.com.au/our-track-record).

UQ has a rapidly growing record of attracting philanthropic support for its activities and this will be a strategic focus going forward.

Organisational Environment

The Faculty of Humanities and Social Sciences (HASS) is a large comprehensive Faculty with a broad academic profile and substantial research achievements. The Faculty Office is based at the St Lucia campus in the iconic Forgan Smith building adjacent to the Great Court of the University. The current Executive Dean is Professor Julie Duck who is Acting in the role following the transition of Professor Tim Dunne to a Pro-Vice-Chancellor position in the Office of the Provost.

The Faculty comprises seven Schools (Communication & Arts; Education; Historical & Philosophical Inquiry; Languages & Cultures; Music; Political Science & International Studies; Social Science), two research Institutes (Institute for Social Science Research; Institute for Advanced Studies in the Humanities), two museums (Anthropology Museum and the RD Milns Antiquities Museum), a new Faculty Centre for Policy Futures, and several school-based research centres. The Faculty is also host to the Institute for Modern Languages and the Confucius Institute. It offers a broad range of programs to a large cohort of international and domestic students, with 850 research higher degree students, approximately 1,500 students in postgraduate coursework degrees and close to 8,000 undergraduates.

There are over 300 academic staff across the Faculty, making it one of the largest in Australia. One indicator of the Faculty's standing in the disciplines that we research is membership in the learned academies, where UQ can proudly claim 33 members of the Australian Academy of the Humanities and 50 members of the Academy of Social Sciences in Australia.

Teaching in the Faculty is underpinned by substantial research performance and several specialized fields of research were judged at the highest level (5 ranking) in the 2015 Excellence in Research Australia (ERA) round. These fields include Specialist Studies in Education; Political Science; Cultural Studies; Literary Studies; History and Philosophy of Specific Fields. Overall, HASS returned outputs to 21 disciplinary field codes, where 90% were rated above (4 ranking) or well above world standard (5 ranking). This is indicative of high quality and capacity in research.

These research achievements internationally are reflected in the 2017 Leiden rankings (based on impact, not reputation), where the Humanities and Social Sciences at UQ ranks 16th in the world on the quantum of publications in ranked journals, placing us first in Australia and in the Oceania region (for the full data-set see http://www.leidenranking.com).

The quality of our overall Faculty's performance is also evident in the QS World University Rankings for 2017 which places Social Sciences/Management at UQ at 39th in the world, and Humanities at 50th in the world. This data can be accessed at: http://www.topuniversities.com/faculty-rankings.

More information about the Faculty can be accessed at http://www.hass.uq.edu.au/.
The Institute of Modern Languages (IML) is one of the largest Institutes of this type in Australia with 135 language tutors, assessors, course and test developers for 38 languages. In addition there are 8 professional staff who provide professional and administrative support.

Students at the Institute of Modern Languages (IML) study part-time and all courses are open to the general public with no entrance requirements. Last year there were nearly 3,000 students enrolled in the 30 languages offered.

IML also offers the following services: translation, interpreting, customised courses for organisations and personalised language learning for individuals & couples and operates on a fee-for-service basis.

Information about the Institute may be accessed on the Faculty’s web site at http://www.hass.uq.edu.au/community.

Information for Prospective Staff

Information about life at UQ including staff benefits, relocation and UQ campuses is available at - http://www.uq.edu.au/current-staff/working-at-uq

DUTY STATEMENT

Primary Purpose of Position

This position coordinates the IML translation and interpreting (T & I) service providing a high quality and confidential customer service to both internal and external clients. There is a focus on scheduling projects, meeting deadlines, accurately advising cost estimations, servicing corporate, government and not-for-profit clients and on quality control. It also has an important role engaging and communicating with translators and interpreters.

The Coordinator is responsible for the successful completion of a project from beginning to end. This requires taking initiative, asking questions, problem solving, documentation of processes, regular status checking and reporting.

Duties

Duties and responsibilities include, but are not limited to:

- Respond to a diverse range of enquiries from UQ units, students and staff, other organisations, the wider Australian community and translating and interpreting service providers.
- Record enquiry details, arrange quotes from T & I businesses and allocate jobs.
- Discuss, allocate and oversee translation and interpreting jobs and daily tasks with T & I Officers.
- Track translation deadlines, liaise with corporate clients and translators, process and proofread completed translations and send to clients.
- Provide advice to T & I Officers with regard to complex jobs & clients and supervise.
- Determine typesetting requirements for relevant translation jobs and obtain quotes.
- Prepare Excel spreadsheets for quotes.
- Prepare written quotes for all sections of the University and students, businesses, government officers and the general community.
- For new clients calculate level of risk, decide on and advise client of method of payment.
- Liaise with Finance Officer.

**Other**

- Other duties as directed by the Director within the scope of the HEW level and job description.
- Comply with the University’s Code of Conduct.
- Comply with requirements of Queensland occupational health and safety (OH&S) legislation and related OH&S responsibilities and procedures developed by the University or School.

**Organisational Relationships**

The position reports to the Director, IML and supervises Translation and Interpreting Officers.
SELECTION CRITERIA

Essential

- Completion of a degree in business, translation, languages, technology or related field, or an equivalent combination of relevant experience and/or education/training
- Strong organisational and time management skills, attention to detail, and the ability to multi-task
- High level of computer skills in Microsoft Windows, Outlook, Word and Excel
- Excellent English oral and written, interpersonal, and communication skills
- Flexible, goal-oriented team player who is also able to work independently
- Ability to interact effectively with people from diverse cultural backgrounds with sensitivity and awareness of cultural differences
- A strong orientation to the provision of a high level of customer service.

Desirable

- Knowledge of translating and interpreting, and of a language other than English.
- Previous experience working with languages other than English.
- Experience with CAT (computer assisted translation) tools
- Problem solving ability.

Skills Assessment

Applicants will be asked to undertake a skills assessment as part of the selection process.

This will cover skills in:

(1) Writing and listening in English
(2) Excel spreadsheets
(3) Discussion of basic business issues through a case study.

The University of Queensland values diversity and inclusion and actively encourages applications from those who bring diversity to the University. Please refer to the University’s Diversity and Inclusion webpage (http://www.uq.edu.au/equity) for further information and points of contact if you require additional support.

This role is a full-time position; however flexible working arrangements may be negotiated.

Accessibility requirements and/or adjustments can be directed to the contact person listed in the job advertisement.