



Position description: Chief Executive

Interpreting New Zealand Incorporated is a not-for-profit organisation training interpreters and providing interpreting services across New Zealand. It offers face-to-face, phone or video interpreting and operates 24 hours a day, 7 days a week. The organisation consists of a head office in Wellington and branches in Nelson and Christchurch, with administrative staff operating in Auckland and Dunedin as needed.

Vision: Aotearoa is free from language barriers.

Mission: People in New Zealand have access to interpreting services of the highest professional and ethical standards.

Given effect by:

- . Operating a community-focused interpreting service, enabling organisations to fulfil their obligations to non-English speaking people.
- a. Delivering training for interpreters, maintaining a register of competent, tested and appropriate interpreters, and providing ongoing professional development and support to them.
- b. Promoting awareness of the benefits of using professional interpreters and the human rights entitlements of non-English speakers.
- c. Promoting an understanding of the role of the interpreter and how to work with interpreters effectively.
- d. Supporting the interpreting profession in developing and maintaining professional standards of practice.

The Chief Executive's role

The Chief Executive has overall responsibility for the success of the organisation in achieving its mission, particularly in promoting and advocating for the use of trained, competent interpreters, and also in making sure all aspects of our own interpreter training and delivery operate to the high standards Interpreting NZ promises.

The Chief Executive sets the direction for the operational team, providing strong, steady leadership, inspiration and motivation to all staff, working closely with senior delivery, training and marketing staff to ensure they meet their goals. They also manage and support the regional coordinators and others in centres outside of Wellington, including the large, geographically-dispersed team of interpreters employed on casual contracts. The Chief Executive reports to the Interpreting New Zealand Board, and is based in the Wellington office.

Key priorities

a) **Setting the strategic direction**

- Participate in strategic planning workshops with the Board, providing market input and environmental insights.
- Lead the operations team in developing the annual action plan, establishing work priorities to meet strategic goals.
- Report to the board on progress against strategic goals at each board meeting.
- Keep informed about changes to interpreter training, interpreting methods and delivery and make recommendations to the board about how Interpreting NZ should change to adapt.

b) Leading the operations and interpreting teams

- Recruit senior office and training staff as needed, setting and reviewing performance goals annually, monitoring performance through regular meetings.
- Oversee and participate in recruiting new interpreters across New Zealand as needed, including interpreter post-training assessment.
- With the Training Manager, support and promote continued interpreter professional development.
- Oversee all permanent and casual staff contracts, reviewing and updating as required.
- Review salary ranges for senior administrative, management and training staff annually and monitor interpreter wages relative to the market.

c) Advocating for using trained interpreters and promoting Interpreting NZ

- Participate in the government's Language Assistance Services project as appropriate, to provide advice on training and setting of interpreting standards.
- Communicate with relevant government ministers to hold government agencies to account in always getting a trained, competent interpreter.
- Participate in migrant & refugee sector meetings, conferences and forums to advocate for using trained, competent interpreters.
- Vigorously promote Interpreting NZ's interpreter training, assessment and ongoing interpreter support as its unique selling point.
- Promote Interpreting NZ as the go-to organisation for interpreters of the highest ethical and professional standards.

d) Overseeing the business and budget

- Using information provided by and in conjunction with the Service Delivery Manager:
 - Monitor interpreter usage and our market position relative to competitors
 - Determine which interpreting contracts to respond to from the Government Electronic Tendering System (GETS) and other sources
 - Review and, as necessary, change pricing for interpreter services, taking into account customer requirements and market changes
 - Determine the operating budget for each financial year.
- Lead the response to government or other tenders for interpreting services.

- In conjunction with the Accountant and Service Delivery Manager, oversee the operating budget, managing adjustments as necessary.
- In conjunction with the Service Delivery Manager, review and update operational and board policies and procedures annually, modelling adherence to those policies and procedures.

e) **Communicating with stakeholders**

- Maintain relationships and regular communication with major client agencies in conjunction with the Service Delivery Manager.
- Respond promptly to any requests for information, feedback or complaints from agencies using the service, taking final responsibility for any issues escalated by the Service Delivery Manager.
- Meet regularly with the Board Chair in advance of Board meetings providing input to board agendas, and reporting as required.
- Communicate regularly with interpreters using various methods such as the existing newsletter “The Message”, and the fortnightly video blog.
- Participate in and present at user training workshops for agencies and sector groups.
- Connect with ethnic communities and sector agencies for recruiting new interpreter candidates.
- Take the lead in organising and engaging suitable presenters for celebratory events such as Interpreting NZ’s Wellington and Christchurch Anniversaries and the Annual General Meeting.

Key relationships

The Chief Executive needs to have effective working relationships with:

- The Board Chair
- All Interpreting NZ staff, and in particular the Service Delivery Manager, Training Manager, Senior Administrative Assistant, Regional Coordinators, and Accountant.
- Managers at major client agencies, including government
- Agencies and community groups in the migrant and refugee sector
- Organisations in the interpreting sector, including the NZ Society of Translators & Interpreters (NZSTI).

Required skills, experience and personal attributes

- A successful track record of leadership at a similar level or in a similar organisation.
- Demonstrated experience in
 - working effectively with people at all levels both within and across organisations
 - leading a team from a diverse range of backgrounds
 - managing staff remotely
 - advocating change to government and other groups.

- Effective oral and written communication skills, including proven expertise in presenting to client groups, sector groups and senior managers.
- Adaptability and a demonstrated capacity to operate within uncertain or rapidly changing environments
- Strong analytical skills and the ability to interpret data to prepare and present reports using tools such as MS-Excel and MS-PowerPoint.
- A good understanding of the importance of providing trained interpreters for those working with non-English speakers.
- Initiative, sound judgement and integrity.