



Position description: Service Delivery Manager

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.

Vision: Aotearoa is free from language barriers.

Mission: Interpreting New Zealand strives for people in New Zealand to have access to interpreting services of the highest professional and ethical standards.

Given effect by:

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

The Service Delivery Manager's role

The primary purpose of the role is to manage the day-to-day operations involved in providing interpreters, ensuring consistency of service quality, and adjusting to changes in demand.

To achieve this, the Service Delivery Manager will ensure adequate procedures are in place and adhered to, and quality measures are set up and followed. They will report regularly to the Chief Executive on how the service is working, and recommend or make improvements to it as needed. They will have responsibility for managing the office staff involved in arranging interpreter bookings.

The Service Delivery Manager will report to the Chief Executive, Interpreting New Zealand, and will be based in the Wellington office.

Key priorities

a) Management of day-to-day operations

- Work with the Request Coordinator Team Leader, Senior Office Administrator and The Call Centre Manager and staff to resolve any day-shift and after-hours delivery problems as they arise.
- Sign off on quotes for special jobs, and with the finance administrator, make decisions about charging of interpreting and cancellation fees as needed.
- Set up, run and analyse regular interpreter usage reports, reporting gaps in service provision and keeping track of service delivery targets for client agencies.
- Maintain standard operational processes and policies, promulgate them to office staff and ensure they are followed, and create new policies when needed.
- Identify and implement efficiencies in processes as required, in conjunction with key office delivery staff.
- Participate in the recruitment and selection of service delivery staff.
- Manage service delivery staff in their day-to-day work, conforming to Interpreting NZ's employment policies and core values.

b) Management of contracts & agreements

- Match service delivery to existing contracts and service level agreements with customers, renewing and adjusting them as required.
- With the Chief Executive, put in place formal service level agreements with agencies who use Interpreting New Zealand regularly, monitor them and review them annually.

c) Process improvement

- Implement and monitor reliable and meaningful measurements of delivery quality and report on outcomes to the Chief Executive and staff.
- Ensure adherence to Interpreting NZ's Quality Management Policy, reviewing it regularly and updating it as required.
- Set up and manage a review system to ensure all policies and procedures are kept up to date and fully functional.
- Recommend process, staffing and technological changes to improve service delivery and accommodate identified changes in demand.
- Provide input to price adjustments and reviews based on client and sector knowledge and interpreter usage.

d) Relationship management & communication

- Build and maintain relationships with major client agencies, setting up regular meetings or other communications as required.

- Respond promptly to any requests for information, feedback or complaints from agencies using the service.
- Hold regular meetings with internal delivery staff to discuss processes, systems and the general functioning of the service delivery operation.

Key relationships

The Service Delivery Manager needs to have effective working relationships with:

- The Chief Executive
- The Request Coordinator Team Leader
- All other staff involved in the delivery of interpreting services, especially the request coordinators and relief request coordinators, but including the Senior Office Administrator, Database Administrator and Finance Administrator.
- Staff and managers at client agencies
- Manager and staff at The Call Centre

Required skills, experience and personal attributes

- A successful track record of service delivery in a similar industry or 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
 - monitoring and managing against quality targets and setting practical quality measures.
- Effective oral and written communication skills, including writing clear operational procedures, writing reports, and presenting results.
- Advanced computer skills, particularly in using MS Excel, Word and Access and the Google suite of applications.
- Strong analytical skills and the ability to interpret data to prepare and present reports.
- A sound knowledge of the Privacy Act, and keen awareness of the importance of computer security.
- A good understanding of the importance of providing trained interpreters for those working with non-English speakers.
- The capacity to manage competing demands for resources.
- Initiative, sound judgement and integrity
- Adaptability and a demonstrated capacity to operate within uncertain or rapidly changing environments.