



Community Interpreting Project Manager

Support to
Connect Cultures

Community Interpreting Project Manager at Context

Context delivers high-quality language services supported by leading edge technologies in the areas of translation, conferences services and community interpreting. Context provides scheduled and emergency interpreting services to the public sector in Ireland. The interpreted scenarios involve people in vulnerable situations from a broad range of communities including work migrants, refugees and asylum seekers.

Interpreting services are delivered on site throughout the Republic of Ireland, or remotely via telephone or video technology, by over 1000 community interpreters who work with Context in a free-lance capacity.

For this busy service line, Context wishes to recruit a full-time project managers to liaise with clients and interpreters in many diverse scenarios. The successful candidates will be required to work in a team of 10 supported by a wider team of 20+ including accounts, admin, IT, leadership, training and development specialists. This is a unique opportunity for an experienced customer service executive who is people-driven, likes to facilitate essential service delivery to Ireland's diverse communities and delights in successful intercultural communication with clients and suppliers.

If successful you will join a dynamic and thriving self-managing team, operating from a gorgeous environment at the Context head office.

A dedicated team will support the initial 12 weeks of training and hands-on practice.

Initial training is delivered at the Context office at Maree/Oranmore, H91K660 Galway. →

The Role

- ✓ Manage daily interpreter bookings in your team.

- ✓ Provide information and support to interpreters.

- ✓ Answer queries by telephone and email.

- ✓ Resolve operational issues with team support.

- ✓ Liaise with clients on requirements and changes.

- ✓ Manage cost estimates and purchase orders.

- ✓ Manage client and supplier data on the Context system.

- ✓ Cooperate on quality system maintenance.

The Person



The person who is comfortable in the role and performs well is:

- ★ An excellent communicator with superb telephone skills, a friendly manner and the ability to work in a close-knit team.
- ★ A quick learner who is able to think and work at a fast pace.
- ★ A multi-tasker with excellent organisational skills who is comfortable with IT systems.
- ★ An assertive individual who works well under pressure.
- ★ A responsive person who can manage a diverse range of client expectations.
- ★ A curious/enquiring person, eager to learn about the Context business.

Your qualifications and Skills will include:

- Third level education in Hospitality and Tourism, Business Administration, Communication or Marketing.
- Customer service experience.
- Demonstrated cultural awareness and sensitivity.
- Minimum of 3 years professional experience.
- Excellent level of English – native or near-native.
- Quality management experience desirable.
- Full driving licence and car owner desirable.

Your key qualities will include:

- Ability to be part of a tight-knit team.
- Strong active listening skills.
- Prompt problem solving capacity.
- Ability to self-reflect.
- High level of emotional intelligence
- Natural curiosity and creativity
- Humour, humility and kindness
- High level of energy.

Training



The successful candidate will undergo comprehensive hands-on training and practice in the following areas:

- ✓ Language service delivery in a multicultural environment.
- ✓ Community interpreting project management.
- ✓ ISO 9001:2015 quality systems and procedures.
- ✓ Client and Supplier support.
- ✓ Proficient use of the proprietary web-based project management tool suite.
- ✓ Work in a self-managing team with collaborative decision-making.
- ✓ The Organisation will assign a team to support the trainee.
- ✓ The first 12 weeks are for training and supervised practice.

Terms



Salary €40,000 to €42,000
(depending on experience).



Salary increases are dependent on
company and team performances.



35 hours per week: Mon to Thurs.
9.00am to 5.00pm; Fri 9.00am to 4.30pm.



Hybrid work with agreed team working
days at the office.



Annual leave 20 days per annum
+ 4 wellbeing days (1 per quarter)
+ 3 days discretionary leave:



Participation in company Health
and Wellbeing programme.



6 months probationary period.



Employer pension contribution
after first year of service.



Application

To apply, please submit your CV and Cover Letter (maximum one page), in Microsoft Word format, outlining how your motivation, experience and skills fit this role profile. Please send your application to the following email address: CIPM@context.ie

Closing Date

The closing date for applications is
Friday 1st November 2024 by 5pm (GMT)