



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Translation Project Manager

Translation Services, Service Delivery and Operations

This role is responsible for scoping, preparing, managing and monitoring translation projects of various sizes and complexity. This role is also responsible for ensuring the translation project work is carried out according to professional standards while managing client and supplier relationships, delivering on the client expectations and need for multilingual materials.

- **Reporting to:** Translation Service Manager
- **Location:** Wellington
- **Salary range:** Delivery F

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other

We take pride in what we do

- Make a positive difference
- Strive for excellence

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.



Te Tari Taiwhenua
Internal Affairs

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Te Tiriti o Waitangi/The Treaty of Waitangi.

Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āiane, ā, hei ngā rā ki tua hoki. He kawenga tino whitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

What you will do to contribute	As a result we will see
<p>Translation Project Management and Delivery</p> <ul style="list-style-type: none"> • Assist Administrators to scope, quote and document project specifications and execute contracts with clients • Analyse source texts submitted for translation to identify any translation-specific issues • Liaise with clients and or external panel translators to clarify expectations and address translation-specific issues e.g. adherence to subject specific glossaries • Send work to external panel translators and revisers • Calculate and communicate the relevant payment, profile requirements and deadline information to external panel translators and revisers • Monitor the progress of projects to ensure that they are completed within the agreed timeframes and are delivered according to client expectations • Where required, engage with third parties contracted by clients for individual assignments e.g. graphic design or web development companies 	<ul style="list-style-type: none"> • Projects are appropriately scoped, priced and quoted to clients on time and accurately • Translation articles are accurately and efficiently completed • Clients are well communicated with and the work of the Translation Service team is well regarded • Language services are fit for purpose and effective • Confidence in the quality of translation work and language services provided
<p>Relationship management</p> <ul style="list-style-type: none"> • Provide feedback to external panel translators and revisers as required • Support other staff in the Translation Service team • Engage with other key business units within DIA where required • Provide advice on language services • Liaise with clients, linguists, project managers, contractors and administrators, negotiating and influencing where needed • Manage and develop client relationships to ensure that the language service solutions delivered are appropriately tailored and fit-for-purpose 	<ul style="list-style-type: none"> • Customer referrals • Stakeholders and clients approach the Translation Service as a first point of call for advice and language services • Positive engagement with clients and stakeholders across DIA and external contacts

What you will do to contribute	As a result we will see
<p>Business and service development</p> <ul style="list-style-type: none"> Identify opportunities for improving services and inform decision making around recruitment, training and resources Check translations for completeness and accuracy Ensure translations are formatted and meet specifications based on relevant style guides or client needs Layout and prepare multilingual text for publication using specialised tools such as InDesign or subtitling software Identify, source, develop and monitor appropriate in-house and external service providers for projects Provide quality control checks, revise and edit work where appropriate and deliver relevant subtitling, voiceover and transcription work 	<ul style="list-style-type: none"> Increased and improved usage of translation tools and technology Workflow and process improvements Development of new areas of the business, improvements and fixes made where required throughout DIA communications
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> Work safely and take responsibility for keeping self and colleagues free from harm Report all incidents and hazards promptly Know what to do in the event of an emergency Cooperate in implementing return to work plans 	<ul style="list-style-type: none"> A safe and healthy workplace for all people using our sites as a place of work. Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Translation Services Team	✓	✓	✓	✓	✓	
	Translation Service Manager	✓	✓	✓	✓		✓
	Other DIA business units	✓	✓	✓	✓		✓
External	Clients	✓	✓	✓	✓		✓
	Project stakeholders	✓	✓	✓	✓		✓
	Translators and Revisers	✓	✓	✓	✓	✓	

Your delegations	
Human Resources and financial delegations	Z
Direct reports	Nil

Your success profile for this role	What you will bring specifically
At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Specialist .	<p>Experience:</p> <ul style="list-style-type: none"> Extensive experience with translation projects and working in a multilingual environment

Your success profile for this role	What you will bring specifically
<p>Keys to Success:</p> <ul style="list-style-type: none">• Problem solving• Critical thinking• Interpersonal savvy• Navigating complexity• Communicating with influence• Technical and specialist learning	<ul style="list-style-type: none">• Proven experience providing excellent customer service to customers <p>Knowledge:</p> <ul style="list-style-type: none">• Knowledge of translation process and technology, including publishing software or web development tools (desirable) such as Translation Memory, Machine Translation, Publishing, InDesign, subtitling and voiceover applications• Working knowledge or skills in other languages (expertise in Pacific or Te Reo Māori desirable) <p>Skills:</p> <ul style="list-style-type: none">• Excellent communication, writing and interpersonal skills• An excellent and well-rounded level of cultural awareness• Excellent attention to detail• Highly effective organisational and time management skills• Skills in using specialist computer-aided or machine translation applications <p>Other requirements:</p> <ul style="list-style-type: none">• A tertiary qualification in a relevant field• A tertiary level qualification in one or more foreign languages would be highly desirable• A professional translation qualification e.g. NAATI or Post Grad Translation Diploma would be desirable• Membership of the New Zealand Society of Translators and Interpreters (NZSTI) would be desirable