

## 1. IDENTIFICATION

<b>Position No.</b> 08-00193	<b>Job Title</b> Operations Manager	<b>Supervisor's Position</b> Director, Translation Bureau (08-14901)
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<b>Department</b> Culture and Heritage	<b>Division/Region</b> Translation Bureau (08150-01)	<b>Community</b> Kugluktuk	<b>Location</b> Kitikmeot
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**Freebalance Coding:** 08150-01-4-420-0815010-01

## 2. PURPOSE

**Main reason why the position exists, within what context and what the overall end result is.**

The Translation Bureau provides high quality translation and editing services in the official languages to the departments of the Government of Nunavut and public agencies. The Bureau plays a central role in the government's efforts to communicate with and provide high quality services to members of the public in their official language of choice, as required under the *Official Languages Act* and the *Inuit Languages Protection Act*.

Reporting to the Director, Translation Bureau, the Operations Manager is responsible to develop and implement effective organizational strategies and procedures to support and improve the delivery of high quality translation and editing services to the departments of the Government of Nunavut and public agencies, within budget, and in a timely manner. The primary responsibility for this position is to ensure effective human resources and financial management, planning and controls.

## 3. SCOPE

**Describe the impact the position has on the area in which it works, or if it impacts other departments, the government as a whole, or the public directly or indirectly. How does the position impact those groups/individuals, the organization and/or budgets? What is the magnitude of that impact?**

The Translation Bureau's Operations Manager is responsible to develop and implement effective organizational strategies and procedures to support the effective and efficient delivery of high quality translation and editing services to the departments of the Government of Nunavut and public agencies. The primary responsibility for this position is to ensure effective human resources and financial management, planning and controls.

The incumbent will lead four units of translators located in Kugluktuk, Igloodik and Iqaluit, and work closely with the Translation Bureau's Project Manager, contractors, term and casual employees related to the provisions of translation and editing services. Reporting directly to this position are Senior Interpreters/Translators and a Divisional Administrative Officer. This position has the responsibility to oversee the administration of the Translation Bureau's budget and ensure accountability and program effectiveness.

The incumbent will develop and measure the individual skills of team members, and ensure effective

productivity and utilization of staff resources. The position will play an active part in the recruitment and training of staff, promote the use of appropriate information technology systems, and manage the Translations Bureau's budgeting and planning process.

#### 4. RESPONSIBILITIES

**Describe major responsibilities and target accomplishments expected of the position. List the responsibilities that have the greatest impact on the organization first and describe them in a way that answers *why* the duties of the position are being performed. For a supervisory or management position, indicate the subordinate position(s) through which objectives are accomplished.**

1. Ensuring ongoing integration and practice of *Inuit Qaujimatuaqangit* and Inuit Societal Values into all programs of the Translation Bureau.
2. Contributing and supporting the overall legislated and policy mandate of the Government of Nunavut to enhance and strengthen the use of Inuktitut in all sectors of Nunavut society, including its revitalization among age groups and communities where there are concerns of language loss.
3. Establishing goals, objectives, indicators and work plans for the Translation Bureau programs, in consultation with the Director and staff, and achieving acceptable results.
4. Ensuring data necessary for overall planning and measurement of Translation Bureau's goals are collected, maintained, analysed, and readily available to departmental management.
5. Establishing, managing and/or improving the operational systems, processes and policies in support to the Translation Bureau's mandate to provide high quality translation and editing services to departments of the Government of Nunavut and public agencies.
6. Evaluating the ongoing needs of the Translation Bureau and preparing appropriate operational plans and budgets, recommending them to the Director and, upon approval, administering them effectively.
7. Developing and implementing effective budget controls, in accordance with the requirements of the *Financial Administration Act* and departmental policy.
8. Managing and increasing the effectiveness and efficiency of human resource functions, as well as coordination and communication between Translators units, and the Project Manager.
9. Promoting and fostering a work environment conducive to safe, competent and ethical practices.
10. Ensuring competent use and acceptance of new technology in the workplace, particularly in relation to translation, terminology management, and quality assurance.
11. Effectively supervising senior interpreter/translators and their teams, and in coordination with the Project Manager, organizing and ensuring that there is a manageable workload for all staff.
12. Evaluating, or causing to be evaluated, the performance of staff with the aim of improving services and the professional capacity of staff, both individually and as teams, by providing a staff development program aimed at improving their skills in their area of responsibility.

13. Initiating collaborative and ongoing partnerships with post secondary and educational institutions to assist in the development of training programs for staff, particularly in the areas of translations, terminology, and quality assurance.
14. Ensuring the accreditation of translators and other staff members through the *Inuit Uqausinginnik Taiguusiliuqtiit* or other recognized accreditation organizations.
15. When required, guiding, reviewing and assisting in the preparation of briefing materials relating to the Translation Bureau, including responses to queries, petitions, and requests for program information.
16. Carrying out any other duties assigned by the Director.

## KNOWLEDGE, SKILLS AND ABILITIES

Describe the level of knowledge, experience and abilities that are required for satisfactory job performance. Knowledge identifies the acquired information or concepts that relate to a specific discipline. Skills describe acquired measurable behaviours and may cover manual aspects required to do a job. Abilities describe natural talents or developed proficiencies required to do the job. These requirements are in reference to the job, not the incumbent performing the job.

- Commitment to enhance and strengthen the use of Inuktitut, while respecting the equality of all official languages in Nunavut.
- Academic studies at the graduate level, or equivalent, in Public Administration or related fields or at least 3 years of experience in financial management, public administration or related fields.
- Excellent communication skills in two of Nunavut's official languages, both verbal and written.
- Strong background and work experience in finance or human resources.
- Excellent computer skills and proficient in Excel, Word, and Outlook.
- Knowledge of government contract management and knowledge and experience in organizational effectiveness and operations management implementing best practices.
- Demonstrated leadership and vision in managing staff groups and major projects or initiatives.
- Excellent interpersonal skills and a collaborative management style.
- Budget development and oversight experience.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Excels at operating in an fast pace, community environment.
- Excellent people manager, open to direction and collaborative work style and commitment to get the job done.
- Ability to challenge and debate issues of importance to the organization.
- Ability to look at situations from several points of view.
- Persuasive with details and facts.
- Delegate responsibilities effectively.

- High comfort level working in a diverse environment.

## 6. WORKING CONDITIONS

List the unavoidable, externally imposed conditions under which the work must be performed and which create hardship for the incumbent. Express frequency, duration and intensity of each occurrence in measurable time (e.g. every day, two or three times a week, 5 hours a day).

### Physical Demands

Indicate the nature of physical demands and the frequency and duration of occurrences leading to physical fatigue or physical stress.

High computer use, which could have an impact on eyes, wrists, arms and back.

### Environmental Conditions

Indicate the nature of adverse environmental conditions to which the jobholder is exposed, and the frequency and duration of exposures. Include conditions that increase the risk of accident, ill health, or physical discomfort.

The incumbent works in an office environment with frequent disruptions, impacting the ability to concentrate. Travel may be required to regional offices and communities in all weather conditions to provide assistance to managers. Deadlines and timeframes for completing tasks are often very short which could result in a high stress environment.

### Sensory Demands

Indicate the nature of demands on the jobholder's senses. These demands can be in the form of making judgements to discern something through touch, smell, sight, and/or hearing. It may include concentrated levels of attention to details though one or more of the incumbents' senses.

The incumbent spends a substantial amount of time in front of a computer terminal. This can result in eyestrain and other levels of physical discomfort. The incumbent also spends a great deal of time reviewing documents, reports and statements, which can result in fatigue and eyestrain.

### Mental Demands

Indicate conditions within the job that may lead to mental or emotional fatigue that would increase the risk of such things as tension or anxiety.

The incumbent works in an environment with high political and public expectations and diverse client needs that require diplomacy and sound judgement.

## 7. CERTIFICATION

_____ Employee Signature	_____ Supervisor Title
_____ Printed Name	_____ Supervisor Signature
_____ Date:	_____ Date
I certify that I have read and understand the responsibilities assigned to this position.	I certify that this job description is an accurate description of the responsibilities assigned to the position.
_____ Deputy Head Signature	
_____ Date	
I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.	

**8. ORGANIZATION CHART**

Please attach Organizational Chart indicating incumbent’s position, peer positions, subordinate positions (if any) and supervisor position.

**“The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position”.**