



VoiceOver Manager

VoiceOver is a social enterprise interpreting agency established by the Govan Community Project (GCP) to provide affordable interpreting to help eliminate language barriers.

After a year-long project to evaluate and re-establish the service, we are now looking to recruit a forward thinking, proactive manager to realise our ambitious plans for growth, while ensuring quality standards are adhered to.

Can you manage and grow all aspects of this established business, ensure first-rate interpreting/translation services with a conscience, while generating an income that benefits GCP's work to achieve social justice?

It's a great opportunity for someone passionate about social enterprises to make a positive difference, but you will have to hit the ground running. The business will rely on your success.

To find out more about VoiceOver Interpreting, please see:

<http://www.voiceoverinterpreting.org.uk>

Salary: £20,000 - £25,000 depending on experience.

Hours: Full time Monday - Friday(35 hours per week).

Length of contract: This is a permanent contract depending on the success of the business and with a probationary period of 3 months

Applications: by CV and covering letter emailed to recruitment@voiceoverglasgow.org.uk

Deadline: Monday 28th August 9am

For an informal discussion, please call Zahra on 0141 445 3718

VoiceOver Manager Role Description

Role Purpose: Manage all aspects of VoiceOver interpreting and translation services; a social enterprise created to support the work of the Govan Community Project and to generate funds that help GCP's work towards social justice.

Outputs

- Manage the booking and delivery of quality interpreting service that ensures customer satisfaction.
- Recruit and co-ordinate interpreters & translators.
- Manage payment of accounts, credit control and banking administration.
- Oversee marketing and grow the business.

Personal specification

- An enterprising self-starter able to work independently.
- Excellent verbal and written communication skills, and ability to build rapport with others.
- Experience of managing people.
- Comfortable working to pressure, meeting deadlines and key performance indicators.
- Experience and skilled in credit control and related financial management.
- Ability to develop and implement long term strategies for income generation.
- A good understanding of business processes and strategic planning.
- A commitment to continuous quality improvement and development.
- Excellent social media and networking skills.