Role description:

# NSA GME Service Delivery Support (part-time)

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| Overview | The postholder will provide service delivery support in Gaelic and English on the Scottish National Standardised Assessments (SNSA) project, working with colleagues across the consortium and external stakeholders (schools, Scottish Government, Local Authorities).  In doing so, the postholder will need to:   * Baseline – speak and read/write Gaelic to a suitable standard to engage via phone and email with Gaelic users of the system * Provide proofreading capability to support our use of bilingual materials across the project * Have an understanding of the Gaelic/Scottish education system to be able to input to the assessment QA * Have experience in public sector education – ideally GME in schools. |
| Key purpose of the job | * Provide face-to-face training and support, and help the English-speaking helpdesk engage with Gaelic speaking service users * This role is likely to be remote working, via Teams and phone |
| Typical project responsibilities | * Liaise with internal project team and external stakeholders to support development of Gaelic materials |
| Typical outputs | * Have oversight of translation of materials and develop a central style guide to ensure consistency * Be responsible for signing off versions of Gaelic documentation |
| **Key relationships** | |
| Internal | * AlphaPlus project team, support helpdesk, consortium partners |
| External | * Scottish Government (SG), schools, Local Authorities (LA) |
| **Resources for which the job holder is accountable** | |
| People | * Internal: helpdesk support team * External: SG, other stakeholders as appropriate |
| Assets | * Databases containing secure/confidential data (internal – CRM/helpdesk) * Assessment materials – current and new – confidential |
| Budgets | * N/A |
| **Person specification** | |
| Personal attributes | * Organisation, people management, integrity, adaptability, persuasiveness, determination |
| Professional/ technical competencies | * Project management, people management, stakeholder management, communication, linguistic fluency (Gaelic) |
| Relevant experience | * Proofreading and translation * Have an understanding of the Gaelic/Scottish education system to be able to input to the assessment QA * Have experience in public sector education – ideally GME in schools. |