

TITLE OF POSITION	REPORTS TO
Language Support Assistant	Head of Operations
START DATE: January 2020	
PURPOSE	
<p>The Operations Team Language Support Assistant will work under the guidance and supervision of the Head of Operations with close coordination of other support staff. Assisting project needs in providing clear and concise verbal communication/interpretation, interfacing between key representative stakeholders and internal teams in support of operations and wider core project activities.</p>	
KEY RELATIONSHIPS	
<p>INTERNAL:</p> <ul style="list-style-type: none"> • Head of Operations • FOH & Overlay Leads • All staff <p>EXTERNAL:</p> <ul style="list-style-type: none"> • Tokyo 2020 In Venue Hospitality Team (IVH) and Functional Areas – various • STH Japan stakeholders – Sodexo, JTB, iLUKA • Relevant Regulatory Authorities • STH suppliers and or consultants 	
KEY RESPONSIBILITIES / ACCOUNTABILITIES	
<p>Scope</p> <ul style="list-style-type: none"> • Assist with the translation of documents and verbal communications from/to English and Japanese covering a broad range of subjects dealt with by the Operations team • Assisting senior operational team members as and when applicable • Coordinate all administrative tasks relating to translation, acting as a central point of contact within the department <p>Administrational Management</p> <ul style="list-style-type: none"> • Extensive translation requirements of formal and informal company documentation as and when required ensuring tracking and relevant filing in accordance with set administrative systems • Coordinate with other operations team support staff to ensure translation of key documentation, communication (e-mails and phone calls) and completion of all operation teams administrative duties <p>Operational Fulfilment Management</p> <ul style="list-style-type: none"> • Provide accurate and high quality consecutive and simultaneous interpretation from Japanese to English or vice versa as required. This may include interpretation during high-level meetings, 1-1 conversations and group wide discussions • Provides clear and concise verbal communication/ interpretation, interfacing between STH Operations team and relevant stakeholders in support of operations and wider project activities • Translation of high-level documents and communications from Japanese to English and vice versa covering a broad range of subjects dealt with by the Operations team • Sorting and distributing translation requirements in a timely manner maintaining a high level of detail at all times whilst maintaining maximum levels of discretion 	

Communication and Reporting

- Understand interdependencies between technology, operations and business needs, adequately demonstrating functional acumen to support how solutions will address STH stakeholder capabilities
- Ensure the Head of Operations is kept informed of the progress of tasks and any issues, escalating significant changes as and when required

Relationship Management

- Represent the Company to TOCOG, suppliers and other stakeholders as and when appropriate

General Responsibilities:

- Comply with the Company's policies and procedures
- Uphold the reputation of the Company, acting in its best interests at all times
- Support all operational team members when appropriate

KEY COMPETENCIES, SKILLS AND EXPERIENCE**Knowledge:**

- Previous working experience of working in providing translation and or interpretation services
- Knowledge of administrative requirements within a corporate setting
- Highly developed ability to propose, interpret and evaluate senior management requirements
- Effective organizational skills and the ability to accomplish multiple tasks at the same time

Specialist Skills:

- Bilingual, fluent (business level) in both English & Japanese
- Strong Administrative & Organisational skills alongside a meticulous attention to detail
- Strong knowledge of MS Word, PowerPoint, and Excel

Leadership:

- Receptive to new ideas and changing environments with the ability to deal positively with ambiguity and change

Building Relationships & Networking:

- Able to communicate to multiple stakeholders internally & externally to the benefit of the company

Communication:

- Highly developed written and verbal communication skills in both English & Japanese including the ability to deal with people at all levels
- Able to adapt style of communication approach in accordance with stakeholder audience with clear and concise communication

Delivers Results:

- Takes accountability and ownership of tasks and problems

Commitment, Motivation & Drive:

- Flexible, proactive approach to prioritisation and operational challenges
- Enthusiastic, proactive and approaches problem solving with vigour

Teamwork:

- Professional, Adaptable, Reliable to all operational team groups
- Participates and engages effectively with others, ensuring needs are balanced and adequately communicated for all