



A Career Opportunity

UNICEF is the world's farthest-reaching humanitarian organization for children. Across 190 countries and territories, and in the world's toughest places, we work day in and day out to help children survive. To defend their rights. To keep them protected, healthy and educated. To give them a fair chance to fulfil their potential. Our work for every child relies entirely on voluntary support, including donations from generous Canadians.

Senior French Services Officer (maternity leave cover)

(16-month contract starting January 27, 2020; Full-time; based in Montreal)

Reporting to the Director, Communications, the Senior French Services Officer is responsible for coordinating the translation and/or adaptation of UNICEF Canada written communications from English to French, ensuring high quality, consistent and branded language in all of the organization's written French communications; coordinating written translation from French to English or vice versa; coordinating the translations and/or adaptations at the request of and in close collaboration with UNICEF Canada staff, and training and giving feedback to freelancers. The Senior French Services Officer also creates French content and translates documents when needed to reduce cost.

The responsibilities of the position will include (but not limited to):

Review/translation/adaptation of written French communications (55%)

- Responsible for the review of all translated documents as provided by translators to ensure high quality, branded and consistent language
- Responsible for the review of all written communications translated and/or adapted by agencies or suppliers working with UNICEF Canada departments
- Responsible of editing and proofreading communications (texts and lay-out) of varying levels of complexity and subject matters of various format
- Responsible for ensuring consistency of tone, messages and vocabulary of documents to match branding
- Directly translate written communications into French or provide French adaptations, when required
- Research appropriate French terminology
- Responsible to ensuring consistency in the brand for all French communications
- Responsible for giving the final approval of pre-production lay-outs
- Responsible for ensuring accuracy of French web content and UNICEF Quebec material



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Translations management (20%)

- Responsible for creating and managing individual translation project files
- In charge of liaising translators and providing documents and directives to them and to contractual staff
- Responsible for meeting translation needs in times of emergency
- Create feed-back documents for translators to ensure improvement of translation services
- Negotiate and comply with departmental service level agreements
- Liaise with UNICEF Canada departments during translation process, ensuring sensitivity to deadlines
- Return completed documents to UNICEF Canada departments
- Responsible for maintaining tracking and billing documentation

Translation (English to French) and writing (10%)

- Support Communication Manager in the Montreal office as needed
- Research, adapt or translate social media content for the francophone market
- Maintain and update the French site of unicef.ca. Identify texts that weren't translated or updated in French
- When required, adapt the unicef.ca homepage for the French market
- Translate and edit identified missing French parts on unicef.ca
- Act as contact point for communication team regarding last minute requests and as back up to the French communication specialist
- Develop content in French for UNICEF Canada publications

Staff, supplier and vendor management (5%)

- Supervise intern (when there is one), oversee day to day activity and manage workflow
- Engage, maintain and retain a stable supply of outsourced translators
- Responsible for coordinating invoicing and payment of translations
- Maintain relationship with vendor regarding translation software training, issues or upgrades.

Maintain French style guidelines and tools (5%)

- Manage and improve translation software
- Responsible for French terminology documents
- Lead advisor for language use for UNICEF Canada French communications (style guidelines and lexicon)
- Serve as a resource to Québec regional office staff regarding the application of the French style guidelines in their communications



Other (5%)

- Periodically support UNICEF Canada departments in the evaluation of French language competency of current and potential staff and suppliers
- Periodically support UNICEF Canada departments in the translation of French documents into English or other languages for internal reference
- Support development team in Montréal on a regular basis with information sharing
- Fill in for the Communications Specialist (Digital Media)

The ideal candidate will have:

- A Post-Secondary degree in translation or related discipline
- Fluency in French and English, both written and spoken
- A minimum of three (3) plus years relevant work experience in translation
- The ability to manage multiple projects simultaneously, work under pressure and meet tight deadlines
- Strong project and organizational skills
- Knowledge and usage of social media platforms
- Knowledge of print material production processes
- Knowledge of SharePoint software
- Demonstrated ability to work independently with minimal supervision to accomplish high-profile tasks and to meet multiple and concurrent deadlines.
- Strong interpersonal skills
- Excellent attention to detail
- Experience in project management or communication/marketing (an asset)

Salary range: \$52,000 to \$61,000

For consideration, please submit your resume and cover letter to careers@unicef.ca by **November 26, 2019**. Please attach your cover letter (including salary expectations) and resume as one document and reference “**Senior French Services Officer**” clearly in the subject heading.

UNICEF Canada sincerely thanks all applicants for their expressed interest in this opportunity, however, only those selected for an interview will be contacted.

Consistent with our Child Protection Policy, the successful candidate must receive clearance by a police background check, including a vulnerable sector screen.

UNICEF Canada is an inclusive workplace and is committed to championing accessibility, diversity and equal opportunity. Requests for accommodation can be made at any stage of the recruitment process providing the applicant has met the requirements for the position.



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