

16 September 2024

Candidate Information Pack

**VITS LANGUAGELOOP**

Chair of the Board



## ROLE

|                     |   |
|---------------------|---|
| <b>Title</b>        | Chair of the Board                          |
| <b>Reports to</b>   | Minister for Multicultural Affairs          |
| <b>Location</b>     | Hybrid (Melbourne CBD and Online)           |
| <b>Remuneration</b> | Classification Group A, Band 4 (see page 8) |

## THE ORGANISATION

The Victorian Interpreting and Translating Service (VITS) LanguageLoop is a Victorian Government-owned language services provider and a state business corporation under State Owned Enterprises Act 1992 (Vic). The Minister for Multicultural Affairs and the Treasurer have joint responsibility for VITS as a government-owned entity. As Australia's leading full-service language provider for over 40 years, it provides language services 24/7, across diverse platforms in over 190 languages through a professional network of over 3,200 interpreters and translators.

VITS LanguageLoop is the trusted provider of language services to government, enterprise and a broad range of public and community sector organisations. VITS LanguageLoop is a values-led organisation committed to its vision of an Australian society where diversity is valued and language is not a barrier to full and equal participation for everyone.

VITS LanguageLoop provides comprehensive interpreting services including on-site, telephone, and video conferencing, as well as written translations and training. Sharing a language builds trust, and with trust comes loyalty, which leads many businesses and government bodies choose to partner with VITS LanguageLoop. For further information about VITS Language Loop please visit:

- <https://languageloop.com.au>
- Annual Report: <https://languageloop.com.au/wp-content/uploads/2023/11/2023-LanguageLoop-Annual-Report-Final.pdf>
- Services: <https://languageloop.com.au/services/>
- Current Board of Directors <https://languageloop.com.au/about-us/board-members/>



## BACKGROUND

---

The Board drives the strategic direction and financial sustainability of VITS LanguageLoop's services to promote equal participation and access for people with limited English proficiency. Joining the Board at this stage of the organisation's evolution is an exciting opportunity. With a large workforce and advanced technology, VITS LanguageLoop is well-positioned to make significant changes to its business model, ensuring it continues to deliver innovative language services in a dynamic environment.

There is material time commitment for all Board Directors in both Board meetings and Subcommittee meetings. The following information is offered as a guide and is subject to change.



### Board meetings

- There are 9 to 10 Board meetings per year, plus 1.5 days of strategic planning workshops (April).
- Typically, the Board doesn't meet in January, and often does not meet in May or June.
- Meetings usually commence around 4pm or 5pm and run for approximately 2-hours.
- 50% of meeting are in-person (in the CBD) and 50% are held remotely. Hybrid options are available for those who can't attend the in-person.

### Subcommittees

- All Directors are also members of at least one subcommittee.
- Subcommittees meet remotely 3-4 times per year.

## ROLE OVERVIEW

---

The Chair of the Board is expected to:

- Understand the Board's key priorities, and lead the development of strategic plans, policies and procedures for the effective operation of the organisation.
- Engage and contribute to open and constructive communications amongst Board members, and Board deliberations and decision-making through their expertise, knowledge and experience.
- Actively and constructively lead the Board, committee and working group meetings.
- Champion and promote the organisation across external networks and foster strong strategic relationships with key stakeholders.
- Oversee reporting through effective systems to ensure that operational delivery meets the needs of clients and stakeholders, and that the experience of users is taken into account.
- Understand the organisation's financial position, strategic performance and operations as well as the opportunities and challenges facing the organisation and the language services sector more broadly.
- Support and maintain effective and constructive relationships with relevant stakeholders.
- Ensure that risks are identified and managed effectively within a rigorous risk framework.

- Undertake identified and agreed training and development in order to fully discharge the responsibilities required under good governance.
- Exercise integrity and sound judgement to identify and declare any actual, potential or perceived conflicts of interests to ensure that these are appropriately managed.



# CHAIR OF THE BOARD, VITS LANGUAGELOOP

- **Govern a unique services organisation**
- **Reduce barriers to participation**
- **Help communities feel more connected**

## About the organisation

The Victorian Interpreting and Translating Service (VITS) LanguageLoop is a Victorian Government-owned language services provider and a state business corporation. With a 40-year history of delivering high-quality interpreting and translation services, VITS LanguageLoop offers a network of over 3,600 professional interpreters who speak over 190 languages. VITS LanguageLoop is committed to supporting and promoting equal participation and access for people with limited English proficiency. Through its comprehensive interpreting services including on-site, telephone, and video conferencing, as well as written translations, VITS LanguageLoop helps businesses and government bodies connect with multicultural communities throughout Australia.

## About the role

The Chairperson leads the Board in governing the organisation, offering sound advice to guide its strategic direction and ensure financial sustainability. With a steadfast commitment to integrity, professionalism, and continuous improvement, the Chairperson's responsibilities encompass shaping organisational priorities, enhancing engagement, overseeing governance and risk management, making strategic commercial decisions, and evaluating the organisation's performance. Additionally, the role involves expert facilitation and oversight of Board deliberations and decisions. Significant preparation, consultation, and collaboration with the CEO and Board members outside the formal pre-set meeting schedule are essential. The Chairperson must employ a broad range of skills to elicit diverse perspectives from the Board, thereby informing governance and commercial decision-making for the organisation.

## About you

You are a multilingual professional with a demonstrated interest in and knowledge of language services, educational programs, or similar commercial service provision in diverse cultural settings. With a proven track record as a Board Chair or in a similar governance leadership role within the broader public sector, you exhibit strategic, analytical, and commercial acumen. Your alignment with public sector values is essential, particularly in maintaining impartiality and ensuring that decisions and actions are carried out with the highest integrity. An understanding of public sector administration and governance is highly regarded, particularly within the context of language or human services with a focus on customer centricity. As a Chair, you are recognised for steering groups towards effective decision-making in a respectful and collaborative manner. You are adept at enabling others to share their lived experiences and specialist knowledge, while working proactively with all stakeholders and synthesising complex information into useful chunks. You are passionate about fostering an Australian society where diversity is valued and language is not a barrier to full and equal participation for all.

The Victorian Government is committed to ensuring that government boards and committees reflect the rich diversity of the Victorian community. Applications are encouraged from people of all ages (subject to any statutory limits), Aboriginal people, people with disability, people from culturally and linguistically diverse backgrounds and from LGBTIQ+ people.

## How to apply

For more information and requirements, see the [Microsite]. You must address the headings set out in the Candidate Pack in your CV and complete the Application Form. Direct and third-party applications will be forwarded to SHK. Closes 30 September 2024.



**SHK.COM.AU**

## ORGANISATIONAL STRUCTURE

The organisation implemented a major change in its leadership structure in the 2022/23 financial year. The objective was to create a team that was better equipped to meet and respond to the challenges ahead. This is now in place.



## KEY SELECTION CRITERIA

---

An individual may be appointed as a Chair and Board Member to the VITS LanguageLoop Board, subject to the approval of the Victorian Treasurer and Minister for Multicultural Affairs, based on their ability to fulfil the criteria outlined below:

### Experience

- Experience as a Chairperson, Deputy Chairperson or Director of a Board demonstrating a sound appreciation of corporate governance requirements to effectively lead the Board to achieve its objectives and functions.
- Experience and confidence in strategic engagement with government.

### Leadership

- Strategic leadership and advocacy skills to achieve outcomes for multicultural communities and VITS LanguageLoop.
- An ability to navigate complex political and operational landscapes.
- Proactively builds and maintains positive relationships with a diverse and varied stakeholder group, including government and community sectors.

### Expertise

- An ability to support the business operations of VITS LanguageLoop with prudent commercial practice.
- Highly desirable: ability to speak a language(s) other than English | Lived experience and/or specialist knowledge of language services.

### Critical thinking

- Capacity to critically analyse issues and convey different perspectives and make constructive suggestions.
- Ability to enquire, evaluate and make independent judgement and be objective in deliberations, decisions and advice.

### Integrity and values

- Uses initiative to work in a complex, sensitive and commercial sector, with a high degree of responsibility and confidentiality; demonstrates the ability to build trust through consistent actions, values and communication; maintains impartiality, ensuring decisions and actions are guided by and align with Victorian Public Sector values and behaviours.

**Note** that the Chair will be appointed based on individual experience and expertise and not as a representative of specific groups or organisations.

An individual should hold **no more than three positions** on non-departmental government entity boards (this includes taskforces and working groups) at any one time, and a business case must be made towards this. Applicants must be an **Australian Citizen** and **residing in Victoria** to be eligible for this process.

The Victorian Government is committed to ensuring that government boards and committees reflect the rich **diversity** of the Victorian community. We encourage applications from people of all ages (**subject to any statutory limits**), Aboriginal people, people with disability, people from culturally and linguistically diverse backgrounds, rural and regional Victorians, and from LGBTIQ+ people. People who speak a

language(s) other than English and/or have experience in language services **are strongly encouraged to apply**. Adjustments to the recruitment process upon request. For more information, see the Position Description.

## REMUNERATION

---

VITS LanguageLoop is classified as a Group A, Band 4 organisation under the Appointment and Remuneration Guidelines 2019 ('the Guidelines') as specified at:

[www.dpc.vic.gov.au/index.php/policies/governance/appointment-and-remuneration-guidelines](http://www.dpc.vic.gov.au/index.php/policies/governance/appointment-and-remuneration-guidelines).

The Chair will receive fees as prescribed by the Guidelines and fixed in the Minister's letter of appointment. Payments will be made quarterly. The appointment will be for a period of up to three years.

## PROCESS

---

To ensure a broad field of candidates, Department of Premier and Cabinet has partnered with SHK Asia Pacific on this assignment.

You must apply online, go to [www.shk.com.au/jobs](http://www.shk.com.au/jobs) and scroll down to this role to apply.

Candidates are asked to **submit a recent CV** (4-5 pages preferred) that **addresses the headings noted in the Key Selection Criteria** (above) in the Candidate Information Pack, and your **completed Application Form**.

The Application Form is used in place of a cover letter, you do **not** need to submit a separate cover letter. Please submit your Application Form in place of a Cover Letter (lodge the form where it says 'Cover Letter' through the SHK application point). Your documents **must be submitted in Microsoft WORD format**. We cannot accept handwritten applications.

The indicative closing date is 30 September 2024. You must apply by this date to guarantee consideration.

You may be contacted by SHK for further conversation or interview with the consultant, and potentially, to Panel interviews or other informal meetings as part of the process. Contact may be via email or phone, including voicemail. This differs per process, and will be based on needs in assessing applications.

Selection processes will take some time and may include multiple panel interviews and selection stages. These may be conducted over the next months, into late 2024. There may be delays in communications on this process, due to decision making at each step and requirements executive appointments and formal approval. Candidates will be notified of their status at the appropriate stage.

Additional information will be requested from you only as required, later in the process, this will include specific details that allow verification of your referees. A range of full probity checks will be required for the final candidate/s in consideration being recommended for consideration of appointment, to be eligible to be ratified.

For assistance with administrative matters, please email Beatrice Harris-Hart, Associate (part time) [beartice.hart@shk.com.au](mailto:beartice.hart@shk.com.au) (preferred) or call 0417 947 028. For a further confidential discussion after reviewing this brief, please email Penny Wilson, Senior Partner [penny.wilson@shk.com.au](mailto:penny.wilson@shk.com.au) (preferred) or text or call 0434 589 284, to leave a message for a call back.

Please note, the information in this brief, while accurate, is an indicative summation only. Formal requirements may vary and will be set at the time. If you need any assistance, please ask, we work with a range of organisations that provide specific help. We cannot advise on the content of your CV or forms.



# Position Description

## Chair, VITS LanguageLoop

The Department of Premier and Cabinet is seeking applications from suitably qualified and interested individuals to be considered for appointment as Chair, VITS LanguageLoop.

|                 |  |
|-----------------|--|
| <b>Role</b>     | Chair, VITS LanguageLoop   |
| <b>Term</b>     | Up to three years  |
| <b>Location</b> | Melbourne CBD and remote   |
| <b>Salary</b>   | Remuneration is as per the Victorian Government's <i>Appointment and Remuneration Guidelines</i> for a Group A, Band 4 organisation. |

## About VITS LanguageLoop

The Victorian Interpreting and Translating Service (VITS) LanguageLoop is a state business corporation of the Victorian Government, first established in 1979.

VITS LanguageLoop delivers a range of expert language services in Victoria and across Australia, to both public and private sector customers. Interpreting and translating services play an important role in ensuring equitable access to services for all Victorians.

Further details can be found at: <https://www.languageloop.com.au/>

## Role of the Board

VITS LanguageLoop is led by an independent Board (the Board) appointed by the Victorian Government and operated under the *State Owned Enterprises Act 1992*.

The VITS LanguageLoop Board provides high level strategic advice and guidance to VITS LanguageLoop and reports to the Victorian Treasurer and Minister for Multicultural Affairs on:

- The development of the VITS LanguageLoop Annual Corporate Plan in accordance with the requirements of the *State Owned Enterprises Act 1992*.
- Significant emerging issues that impact VITS LanguageLoop
- The commercial and operating practices and policies of VITS LanguageLoop
- Any other matters related to the Board by the Victorian Treasurer and/or Minister for Multicultural Affairs.

## Composition of VITS LanguageLoop Board

The VITS LanguageLoop Board comprises:

- The Chair
- The Deputy Chair
- Up to nine board members, including the Chair and Deputy Chair

The Board must have no less than four (4) and no more than nine (9) members.

The Board may from time-to-time form committees to provide further oversight on key operational areas. There are currently two committees:

- Audit and Risk
- People and Culture

Each committee associated with the Board may comprise of any number of respective board members, as designated by the Chair.

## Accountability and key relationships

The VITS LanguageLoop Board is accountable to the Treasurer and Minister for Multicultural Affairs.

The Victorian Department of Premier and Cabinet provides liaison between the Victorian Minister for Multicultural Affairs and VITS LanguageLoop through the Chair of the Board and the VITS LanguageLoop Chief Executive Officer.

The Board must consult in good faith with the Treasurer and Minister for Multicultural Affairs on a range of matters stated in the *State Owned Enterprises Act 1992*, such as the development of its Corporate Plan.

## The role

### Time commitment

The Board meets 10 to 11 times per year or as designated by the Board.

The Board is required to participate in related VITS LanguageLoop Committees as formed by the Board. Committees meet as required and agreed by the Chair.

Members are expected to attend board and committee meetings. A minimum attendance of rate 75% is required, unless otherwise approved by the Chair.

### Remuneration and expenses

VITS LanguageLoop is classified as a Group A, Band 4 organisation under the *Appointment and Remuneration Guidelines 2024* ('the Guidelines') as specified at: <https://www.vic.gov.au/guidelines-appointment-remuneration>.

Eligible members will be paid sitting fees as prescribed by the Guidelines and fixed in the Minister's letter of appointment. Reimbursement for reasonable expenses associated with board responsibilities will also be paid to board members.

### Term of appointment

The tenure of appointment will be from the date of the Minister's letter of appointment for a period of up to three years.

### Code of conduct

All board members must comply with:

- *Code of Conduct for Directors of Victorian Public Entities* <https://vpsc.vic.gov.au/resources/code-of-conduct-for-directors/>
- *Gifts, Benefits and Hospitality Policy Framework* <https://vpsc.vic.gov.au/html-resources/gifts-benefits-hospitality-policy-guide/>.

## Key selection criteria

An individual may be appointed as a board member to the VITS LanguageLoop Board, subject to the approval of the Victorian Treasurer and Minister for Multicultural Affairs, based on their ability to fulfil the criteria outlined below.

- Experience as a Chairperson, Deputy Chairperson or Director of a Board demonstrating a sound appreciation of corporate governance requirements to effectively lead the Board to achieve its objectives and functions.
- Strategic leadership and advocacy skills to achieve outcomes for multicultural communities and VITS LanguageLoop.
- Experience and confidence in strategic engagement with government.
- An ability to support the business operations of VITS LanguageLoop with prudent commercial practice
- An ability to navigate complex political and operational landscapes
- Capacity to critically analyse issues and convey different perspectives and make constructive suggestions.
- Ability to enquire, evaluate and make independent judgement and be objective in deliberations, decisions and advice.

The following criteria are **highly desirable**:

- An ability to speak a language(s) other than English.
- Lived experience and/or specialist knowledge of language services.
- Existing experience as a Board Chair.

Note that the Chair will be appointed based on individual experience and expertise and not as a representative of specific groups or organisations.

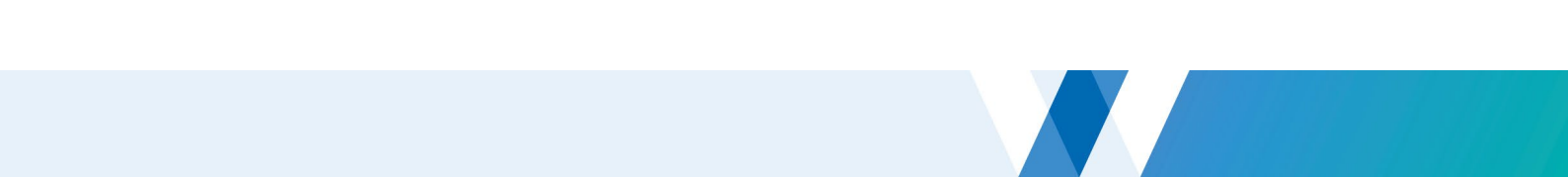
## How to apply

To ensure a broad field of candidates, Department of Premier and Cabinet has partnered with SHK Asia Pacific on this assignment. Applications are to be submitted online by visiting <https://www.shk.com.au/jobs> (preferred). It is also accessible at <https://www.boards.vic.gov.au/>.

Candidates are asked to **submit a recent CV** (4-5 pages preferred) and **completed Application Form**. The Application Form is used in place of a cover letter, **you do not need to submit a separate cover letter**. When submitting your Application Form, **lodge the form where it says 'Cover Letter'** through the SHK application point. **Please submit your CV in Microsoft Word format and the completed Application Form in Word or PDF**. Your relevant experience and achievements **related to a Chair role as set out in your CV** will be considered against the grouped key selection criteria as set out in the Candidate Information Pack (these cover the criteria above).

Clearly note any Chair of Board/Committee experience and any languages spoken, within your CV.

Following close of applications, SHK will review applications and work closely with the Department to determine candidates for the consideration of the Minister. You may be contacted by SHK for further conversation or interview with the consultant, and potentially, to Panel interviews or other informal meetings as part of the process. Contact may be via email or phone, including voicemail.



Selection processes will take some time and may include multiple panel interviews and selection stages. These may be conducted over the next months. There may be delays in communications on this process, due to decision making at each step and requirements of Board appointments and formal approval. Candidates will be notified of their status at the appropriate stage. This may be after the Governor-in-Council has given final approval for the appointments.

Additional information will be requested from you only as required later in the process, this will include specific details that allow verification of your referees. A range of full probity checks will be required for the final candidate/s being recommended for consideration of appointment, to be eligible to be ratified.

In accordance with the Victorian Government's Appointment and Remuneration Guidelines the minimum required probity checks for appointments are:

- National Criminal Record Check;
- Australian Securities and Investment Commission register of persons banned and disqualified check; and
- Australian Financial Security Authority, National Personal Insolvency Index Check.

In order for DPC or SHK to undertake the National Criminal Record Check, shortlisted applicants will be required to provide a signed Consent to Check and Release National Police Record. This form will be emailed to the address supplied in the Application Form.

Applicants will be required to complete a *Declaration of Private Interests and Privacy Consent Form*. These forms will be emailed to shortlisted candidates to the address supplied in the Application Form.

Applicants are encouraged to give consideration to any potential conflicts of interest that may arise in relation to other Board roles, private interests or current employment.

Applications must be lodged **by Monday 30 September, before 12am/midnight** to be considered. Receipt will be acknowledged by a lodgment confirmation email, please check filter/junk mail folders.

## Application and selection

Applications will be accepted via [shk.com.au/jobs](http://shk.com.au/jobs) (scroll down to this role).

Even if registering with [boards.vic.gov.au](http://boards.vic.gov.au), applicants are required to submit the following documents with their online application via lodging with [shk.com.au](http://shk.com.au):

- Current CV
- The special Application Form (on SHK's website or on [boards.vic.gov.au](http://boards.vic.gov.au))
- Referees, as required. There is space for details to be provided within the special Application Form

All appointments are subject to probity and pre-employment checks.

## Information about relevant Government policies

### Representation of women

The Victorian Government's Women on Boards commitment has been in effect since 2015 and is ensuring that all public boards have no less than 50 per cent women.

## Encouraging diversity

The Victorian Government is committed to ensuring that government boards and committees reflect the rich diversity of the Victorian community.

We encourage applications from people of all ages (subject to any statutory limits), Aboriginal people, people with disability, people from culturally and linguistically diverse backgrounds, rural and regional Victorians, and from LGBTIQ+ people. People who speak a language(s) other than English and/or have experience in language services are strongly encouraged to apply.

We will provide adjustments to the recruitment process upon request.

## Multiple boards/committees

An individual should hold no more than three positions on non-departmental government entity boards (this includes taskforces and working groups) at any one time and justification has to be provided for three appointments.

## Victorian residents

It is required that members reside or work in Victoria.

## Probity Check Requirements, Data Collection and Privacy

Shortlisted applicants are advised that probity checks must be successfully completed before an applicant can be appointed. This includes a:

- National Police Check;
- Check of the Australian Securities and Investment Commission (ASIC) Register of persons prohibited or disqualified by ASIC under the provisions of the Corporations Act 2001 (Cth);
- Check of the Australian Financial Security Authority National Personal Insolvency Index, which contains information about proceedings and administrations under the Bankruptcy Act 1966 (Cth);
- Completion of a Declaration of Private Interests; and
- Completion of a Privacy Consent including provision of personal and diversity information.

## Privacy

During the application process, you will be invited to disclose personal diversity information about yourself. You are not obliged to disclose diversity information if you do not want to, but it can help us understand how we can support you through the recruitment process and beyond.

We invite you to tell us if you identify as Aboriginal and/or Torres Strait Islander, a person with disability, from a culturally or linguistically diverse background, whether you speak a language other than English at home, whether you reside in rural or regional Victoria, are LGBTIQ+ or a young person.

Sharing this information will help you access support should you need it and will also help us to better understand the impact of our work.

The collection and handling of this personal information will be consistent with the requirements of the *Privacy and Data Protection Act 2014* and the *Public Records Act 1973*.

## Further information

To discuss the position after you have reviewed the information, please contact Penny Wilson, SHK Asia Pacific, [penny.wilson@shk.com.au](mailto:penny.wilson@shk.com.au) (preferred) or text 0434 589 284.

To receive this publication in an accessible format, please contact Crystal Li at [crystal.li@dpc.vic.gov.au](mailto:crystal.li@dpc.vic.gov.au), using the National Relay Service 13 36 77 if required (for more information visit [www.relayservice.gov.au](http://www.relayservice.gov.au)).