

EVENTS AND TRAVEL MANAGER

UKRAINE

JANUARY 2020

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Project Manager	PB 6 Grade G	Kyiv, Ukraine	Indefinite	Head of Corporate Services

Role purpose

This role will lead on implementing the most efficient processes for managing events and travel associated activities within the British Council Ukraine departments and external suppliers of the services. This will include, but is not limited to, internal processes development, implementation of change internally and with external suppliers to meet growing business demand, vendor and contract management, continuous service improvement, risk management, compliance with the British Council policies and requirements.

The post holder will report to the Head of Corporate Services Ukraine and will be expected to work closely with the British Council's Programmes teams, Teaching Centre management, Exams team, Corporate Services department, regional teams, as well as external suppliers of services in travel, events management and venue hire.

Context and environment:

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

The British Council has been operating in Ukraine since 1992, working to promote educational, scientific and cultural cooperation between Ukraine and the UK. The British Council's activities include the teaching of English and the administration of UK exams on a commercial basis, the delivery of technical assistance contracts for governments and international donors, and the delivery of charitable projects and programmes in English, Education and Science, Society, and the Arts and Culture, using UK Government funds.

The British Council's objectives in Ukraine are:

- To support Ukraine's European choice and ambitions for international partnership;
- To make the UK the partner of choice for Ukraine in reforming its education system and revitalising its cultural sector.

The British Council has significantly scaled up its English, Education, Society and Culture programmes in Ukraine since the 2014 Revolution of Dignity. The current programme portfolio is focused on:

- Improving the teaching and learning of English in schools and universities to enhance young Ukrainians' employability and give them skills to access wider views and opinions.
- Improving the quality, relevance, effectiveness and transparency of higher education in Ukraine as a vital enabler for social and economic development, for innovation and for the embedding of democratic demand amongst young Ukrainians.
- Transforming thousands of young people across Ukraine each year into "Active Citizens", with greater understanding of difference, and equipped with the skills and

confidence to contribute to their communities' and country's development and cohesion through social action.

- Strengthening the capacity of the cultural sector and the creative industries to contribute to Ukraine's social and economic development.

Increasingly, the British Council also seeks to use the UK's experience and resources to address the educational, societal and cultural consequences of the current conflict in Ukraine.

The British Council is committed to a policy of equal opportunity and welcomes applicants from all sections of the community. We work to ensure that people are not unjustifiably discriminated against on the basis of age, disability, ethnicity and race, gender, religion or belief, sexual orientation or any other irrelevant grounds. We guarantee an interview to disabled candidates who meet the essential criteria

The British Council believes that all children have potential and that every child matters – everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989
<https://www.britishcouncil.org/organisation/transparency/policies/child-protection>

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Main Accountabilities:

Processes establishment and improvement

- Define and map engagement and ongoing operations processes for internal and external stakeholders and suppliers, including but not limited to the British Council delivery and operations teams, the British Council regional offices and HQ, events and travel agencies, venues, etc.
- Lead definition, implementing changes and training for the British Council teams for relevant processes including (but not limited to) pre-event planning; venue requirements; cooperation with contracted agencies; selecting and managing suppliers; corporate events management quality standards; invitations and guest list management guidelines; events risk definitions; venue and event checklists; Equality Diversity and Inclusion (EDI), Child Protection, Environmental protection best practices; post-event reporting, etc.
- Create and maintain knowledgebase for best-in-class events management procedures.
- Provide consultancy to the British Council teams on most efficient models for planned events, including high-level budget planning tips.

Communication and liaison

- Develop and maintain relevant external and internal relationships and ensure working contacts at the operational level are positive and productive.
- Establish regular process of collecting internal customers' requirements, initiate process changes where needed to address changing requirements.
- Ensure all services are delivered in compliance with relevant local legislation and meet British Council standards, including but not limited to: health and safety; financial control and compliance; audit; customer service; child protection; equality, diversity and inclusion (EDI); data protection; information management; anti-corruption and anti-fraud; environmental impact etc.
- Manage information created and received in compliance with the British Council's information management standards, policies, UK data protection principles and local legislation.
- Ensure application of EDI principles and values in all internal and external relations.

Procurement, Supplier management, Continuous Service Improvement

- Ensure effective, transparent and value-for-money procurement of goods and services by the British Council in Ukraine.
- Act as a single point of contact for any procurement activity related to events or travel.
- Select and manage suppliers in line with the British Council requirements and Procurement Policy, responsible for contract management of in-scope suppliers.
- Lead negotiations for key suppliers, i.e. events management agencies, travel agencies, hotels, venues, etc.
- Define, agree and provide ongoing control for relevant supplier Service Level Agreements (SLAs) and Key Performance Indicators (KPIs).
- Establish continuous service improvement framework with stakeholders and suppliers
- Act as escalation point for internal customers for any relevant service delivery issues.
- Analyse historical data, negotiate with suppliers and propose new service offerings/new ways of service delivery.
- Analyse internal events data and initiate changes as needed to the British Council processes, ensuring the teams are educated on such changes.

Key Relationships:

Internal

- Country Leadership team
- Programme delivery teams and Communications team
- Teaching Centre management and Exams teams
- Corporate Services team
- British Council Regional teams and experts (Procurement, Risk, Health, Safety and Security, etc)

External

- Contracted providers of events and travel services
- Venues, hotels, agencies
- Other services suppliers, contractors, service providers
- External consultants

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	The right to work in Ukraine.	Shortlisting
Notes	References, medical and criminal check	Shortlisting
Person Specification:		Assessment stage
Language requirements		
Minimum / essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ Fluent Ukrainian and Russian. ▪ English level - minimum to a strong B2 level 	<ul style="list-style-type: none"> ▪ English - C1 level 	Shortlisting, English test before interview, Interview

Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
University degree or equivalent experience	Certifications in Events and Hospitality, Managing Change, Business Transformation, Project Management	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
At least two years' experience working in the areas of Events and Hospitality, Travel Management, Customer Service and/or Procurement	<p>Proven record of leading organizational change or business process transformation projects.</p> <p>Proven record of successful vendor management.</p> <p>Risk management experience.</p>	Shortlisting and interview
British Council Core Skills		<i>Assessment Stage</i>
<p>Managing projects (level 3). Leads smaller projects Analyses requirements with the sponsor/stakeholders, defining the specification with awareness of equality and diversity impact, planning, revising, implementing and evaluating on small-to-medium scale and/or low risk projects</p> <p>Communicating and influencing (level 3). Is creative and adaptable in communications Able to use a range of non-standard and creative approaches to inform, and persuade others, extending beyond logical argument to influence decisions and actions in a way which is inclusive and engaging.</p> <p>Planning and organizing (level 3). Develops annual plans Develops and reviews the implementation of annual plans for a work group or function, taking account of business and customer requirements and reconciling competing demands.</p> <p>Analysing data and problems (level 3). Analyses patterns Seeks out and examines a range of information to identify patterns, trends and options, to solve multifaceted and complex problems.</p> <p>Managing risk (level 2). Supports a risk management culture Has track record of identifying and highlighting risks and suggesting mitigating actions.</p> <p>Managing Finance and Resources (level 3). Supports budget management Monitors and controls an agreed budget within a defined area, producing reports and analyses and contributing to planning.</p>		<i>Shortlisting AND Interview</i>
British Council Behaviours		<i>Assessment Stage</i>
<p><i>Making it happen (more demanding):</i> Challenging myself and others to deliver and measure better results</p>		<i>The following four behaviours will be assessed at</i>

<p>Shaping the future (more demanding): Exploring ways in which we can add more value</p> <p>Connecting with others (more demanding): Actively appreciating the needs and concerns of myself and others</p> <p>Creating shared purpose (more demanding): Creating energy and clarity so that people want to work purposefully together</p> <p>Being accountable (more demanding): Putting the needs of the team or British Council ahead of my own</p> <p>Working together (more demanding): Ensuring that others benefit as well as me</p>	<p><i>interview:</i></p> <p>Connecting with others</p> <p>Working together</p> <p>Being accountable</p> <p>Shaping the future</p>
Prepared by:	Date:
Svitlana Ogorodnyk, Head of Corporate Services	January, 2020