

Role Title

Teaching Centre Student Relations Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Teaching Centre Student Relations Assistant	J	Kyiv	1 year fixed-term	Teaching Centre Registrar

Role purpose

As a member of the Teaching Centre Operations team, the post holder contributes to the smooth and efficient operational running of the Teaching Centre by performing a range of key administrative tasks, provide customer care to Young Learners aged 6 to 17 and their parents in line with Corporate Customer Service Standards, Child Protection Policy and other internal requirements and procedures as well as supporting the wider aims of the British Council and its cultural relations mission.

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We build connections, understanding and trust between people in Ukraine and the United Kingdom through arts and culture, society development, education and the English language..

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 is an equal opportunities and diversity employer, and the post holder will play a role in ensuring that Equality, Diversity and Inclusion policies are consistently applied through the operation.

The British Council has a fundamental duty of care of all children engaged in activities with us under our mandatory Safeguarding Policy. All our employees must be familiar with and follow the Child Protection Code of Conduct. 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/about-us/how-we-work/policies/safeguarding>

Geopolitical/SBU/Function overview:

The teaching centre in Kyiv has an excellent reputation among our target customers and the maintenance of this reputation is critical to future growth. We currently have over 800 Adults each term and over 1000 Young Learners. Corporate, one to one and teacher training work also continues to grow.

Main opportunities/challenges for this role:

- Working independently and collaboratively in seeking to meet the needs of a variety of internal and external stakeholders, each with their own specific concerns and interests
- Actively participate in Teaching Centre Call-in Assistants selection, training and supervision process.

Main Accountabilities:

To organise and perform the following administrative duties for the benefit of the teaching centre and its stakeholders:

- Organise the supervision the Young Learners aged 6 to 17 before, during and after classes in accordance with the British Council Child Protection policy, including during break times.
- Support the Teaching Centre Operations Team and the teachers with the administration and the delivery of the Young Learner Courses and Teaching Centre events both onsite and in partner premises for e.g. Young Learner End of Year Event; Parents' Day.
- Monitor Adult students' activity and behaviour through myClass Online Student Booking system and provide administrative support to the Academic Team in managing student academic progress and act as a student advisory liaison
- Support Teaching Centre Operations Team with managing and recording teacher covers on Saturdays
- Student records administration on Young Learner online portal Learning Hub
- To support the Teaching Centre Operations Team with the supervision of the Teaching Assistants, Ushers, PT Invigilators. This responsibility includes, but is not limited to, checking timesheets, identifying issues that need to be addressed such as punctuality and attendance and participation.
- To support the Teaching Centre Operations Team with classroom management and storage, distribution and auditing of teaching centre materials for teachers and students (young learner folders; young learner notebooks; Primary Plus magazines; myClass folders; myClass notebooks)
- Organising and controlling the processes relating to placement testing (quality checks / assurance of test procedures and materials, as well as training and organising invigilators).
- Lead on the recruitment, induction and training and scheduling of ushers / classroom assistants.
- To liaise with the Customer Service and Sales Team in approaching members of the public / customers in the building who are in need of day-to-day operational assistance and responding to such needs.

- Work closely with TC Administrative Assistant in providing administrative support to the running of teaching centre training courses (TYLEC, CELTA). This will include organising placement testing, collecting results and passing these onto the main course tutors, room booking, communication and messaging to students, and creating participants in TCMS.
- Ensure prompt communication for submitting and marking assignments as part of myClass writing lessons
- Work closely with TC Administrative Assistant on timely provision of all teaching centre course certificates and statements
- To attend/contribute to teacher training sessions and meetings as required in order to broaden academic knowledge
- To ensure that confidential, internal documents & information are not disclosed to anyone other than their intended recipient/reader
- To ensure the safeguards and guidelines are applied and upheld in line with British Council Corporate standards and policies, including but not limited to Child Protection, Health and Safety and Information Management.
- To support the process of customer management in terms of handling feedback cases and talking, if necessary, to customers to resolve issues.

Other important features or requirements of the job:

- The post holder will need to be able to work flexibly – including sometimes working unsocial/evening hours, and including on occasion, the provision of support/cover for colleagues within the Operations team
- The British Council may require the post holder to periodically attend English courses upon the agreement with the line manager as a component of their professional development and training.
- The post holder will need to ensure that all aspects of work and activities reflect British Council equal opportunity and diversity principles.
- Tuesday through Saturday working week

Key Relationships:

Internal

- TC Operations team
- Teachers and Coordinators
- TYLEC and CELTA Course Tutors
- CET / Sales Team
- Deputy Teaching Centre Manager
- Director Teaching Centre

External

- Customers (students and parents)
- Partner schools

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	You must have the right to live and work in the country in which the role is based.	Shortlisting
Direct contact or managing staff working with children?	Yes	Interview
Notes	Criminal record check (Child Protection check), medical check, references check	Before final job offer
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> English at a minimum of C1 level Fluent written and spoken Ukrainian and Russian 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Graduate or post-graduate degree 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Experience of working in a team Experience with administrative documentation 	<ul style="list-style-type: none"> Experience of working in the English Language sector 	Shortlisting
Role Specific Skills		Assessment Stage
<ul style="list-style-type: none"> Accuracy/attention to detail Computing skills (MS Office, Excel) Excellent communication skills Ability to work independently and as a team member 		Shortlisting AND Interview
British Council Core Skills		Assessment Stage

<p>Managing People (level 1) <i>Supports others.</i> Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes.</p> <p>Planning and Organising (level 1) <i>Is methodical.</i> Able to plan own work over short timescales for routine or familiar tasks and processes.</p> <p>Analysing Data and Problems (level 1) <i>Is systematic.</i> Able to break down problems into a list of tasks to be done and decides on appropriate action.</p> <p>Managing Finance and Resources (level 1) <i>Uses resources efficiently.</i> Uses resources efficiently in own role and of complying with financial rules and procedures.</p> <p>Managing Risk (level 1) <i>Follows good practices.</i> Demonstrated understanding of risk management policies and procedures and record of following them.</p>	Shortlisting AND Interview
British Council Behaviours	Assessment Stage
<p>Connecting with Others (level 1 - essential) Making regular opportunities to understand others better.</p> <p>Working Together (level 1 - essential) Establishing a genuinely common goal with others.</p> <p>Making it Happen (level 1 - essential) Delivering clear results for the British Council.</p> <p>Being Accountable (level 1 - essential) Delivering my best work in order to meet my commitments.</p>	Interview
Prepared by:	Date:
Olga Sokolova, Teaching Centre Operations Manager	29 July 2021