

# Role Profile - Corporate Services Officer

Role information	
Role type	Pay band
Business Delivery	Grade 4 / H
Role purpose <i>(max 550 words in total)</i>	
<p>The Corporate Services Officer (CSO) co-ordinates the details of service delivery execution for corporate contracts and leads on financial management and customer care duties towards our corporate clients from the B2B, B2G and B2I sectors.</p> <p>The postholder is involved throughout the customer journey from the initial signing of contract through the delivery stages and finishing with the organisation of end of course customer reports and feedback. This is then followed by further engagement with the client and the cluster Sales Account Manager on future agreements and details of repeat and/or new business.</p> <p>Liaising effectively with Operations and Customer Service teams locally and regionally, the CSO will engage frequently with contracted corporate clients to ensure delivery standards are maintained and the financial management of each contract is carried out compliantly and to agreed deadlines.</p> <p>The role is a critical one as the postholder leads the back-end processes once sales opportunities have been closed with our growing number of corporate clients.</p>	
Role context <i>(max 550 words in total)</i>	
<p>Over 70% of our Adult students taking English training with the British Council are professional workers aged 25-39. The need to improve language levels, demonstrate workplace skills in English and obtain qualifications remains a priority for public and private sector employees globally. The British Council English division offers face to face, online and blended solutions to companies and organisations across our global network to help meet these needs.</p> <p>The corporate sector has been one of the more resilient sectors in terms of continued demand for training since the onset of the pandemic. To better meet this demand, we have broadened our range of quality products and now provide a mix of solutions to clients in keeping with the changing demands of young professional workers and their employers.</p>	

Alongside the new portfolio of products, we are investing in prospecting tools and increased levels of targeted B2B marketing campaigns to improve levels of lead generation for our Sales and Account managers to oversee and close.

The CSO role will work closely with the other key corporate services related posts including the cluster Sales and Account Manager, and the Business Development Executive. There will also be a need for regular interaction with Teaching Operations colleagues and members of the Academic and Customer Management teams to ensure high standards of delivery

### **Main accountabilities *(max 550 words in total)***

#### **Finance and Resource management**

- Invoices clients in line with financial compliance
- Manages corporate payments and monitors debt as part of debt control team in country/cluster
- Organises legal documentation and keeps accurate records of government support schemes and funding organisation scholarships linked to corporate contracts
- Runs essential SAP and TCMS reports on agreed financial timetable to support monitoring of corporate income and maintenance of audit trail

#### **Customer Support**

- Works closely with Customer Management team in the registering and onboarding of customers (including B2B placement/testing)
- Liaises with Customer Management team to manage changes/amendments to B2B and B2B2C class lists
- Informs Delivery team of concerns flagged by clients to help make improvements in customer experience

#### **Service and product delivery support**

- Leads on process for end of course reports and certificates for B2B clients –liaising effectively with Ops and Delivery teams, and ensures all deadlines met
- Runs feedback/ Monitoring and Evaluation (M&E) system and collates results for presentation to client and sales colleagues

#### **Relationship and Stakeholder management**

- Listens to client needs and requests regarding future cohorts and new courses
- Works closely with Sales & Account Manager to provide accurate and timely data to the client as well as building opportunities for repeat and new business

#### **Managing self and others**

- Tasks and coordinates others (e.g. internal colleagues or external contractors/suppliers) to complete time-limited, straightforward activities, within

established procedures, to ensure efficient delivery of services. Monitors task completion to agreed quality and time standards

### Person specification

### Role specific skills

N/A

### British Council core skills

#### Communicating and Influencing – Level 2

Relates communications to circumstances

Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.

#### Managing finances and resources – Level 2

Uses financial systems and processes

Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.

#### Managing risk – Level 1

Follows good practices

Demonstrates understanding of risk management policies and procedures and record of following them.

### Knowledge and Experience (*max 550 words in total*)

#### Essential

3+ years of customer management experience

Proficient user of SAP or equivalent financial software

Familiarity with Salesforce or use of similar CRM

### **Desirable**

Sales related experience in large sectors (e.g. financial services, media, pharmaceuticals tourism etc)

### **Languages**

#### **Essential**

Local language(s) at fluent level for speaking and writing. English level at minimum of Upper-intermediate level speaking and writing.

#### **Desirable**

NA

### **Certification and Professional Qualifications**

Sales or Customer Management qualifications

### **Education**

University degree in a relevant subject or discipline

### **Additional Role Requirements**

#### **Proof of Identity requirements/right to work in country**

Candidates are expected to have researched whether they have the right to live and work in the country in which the role is based. Given that our offices have different legal status depending on the work we do in those countries, we recommend that you contact HR in country for additional information on the likelihood of securing a visa. Only at its discretion will the British Council provide support so please check first whether visa support is offered.

The working week will be Mon-Fri. An occasional Saturday may be required to accommodate specific circumstances linked to corporate contracts.

### **British Council Values and Behaviours**

**British council values** and **behaviours** are applicable across our organisation, in all roles and at all levels. They are important because they say what we stand for at the British Council and help us to deliver our strategy. We use them to guide our decision making, as well as

guiding how we treat one another and the people we work with. These will be assessed in the selection process. Our values are:

**Open and Committed; Expert and Inclusive; Optimistic and Bold.**

The behaviours for each values pair can be found on our [Intranet SharePoint site](#) for internal staff and at our Careers portal for external applicants.

### Shortlisting AND /OR interview

For Recruiter / Hiring Manager use only	
<b>Background Checks</b> Initial and continuing employment with the British Council is subject to an annual background check. The job undertaken defines the nature of check(s) and assessment applied, please identify the <b>one</b> screening category considered relevant for this job:	Offer
<ul style="list-style-type: none"> <li>Senior Manager (<b>PB9/SMP and all head of function/business area, Director or Country Director jobs at PB7/8).</b></li> </ul>	No
<ul style="list-style-type: none"> <li>Finance (<b>directly managing expenditure or revenue of or more than £1 million e.g. payroll, procurement, accountancy/controller).</b></li> </ul>	No
<ul style="list-style-type: none"> <li>Regulated for child safeguarding (<b>The job is considered regulated if the role holder has frequent (minimum of once a week) or intensive (more than 4 days in one month) occurs in a place giving access to children (e.g. School) or is the line manager of others undertaking regulated activity)</b></li> </ul>	No
<ul style="list-style-type: none"> <li>Standard Screening (<b>If none of the above categories apply then the role is subject to standard screening</b>)</li> </ul>	Yes
Role Profile completed by	Date
<b>Name: Julian Neale</b>	Jan 2022

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