

## Role Title

Teaching Centre Call-in Assistant

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Call-in Assistant	Hourly-paid	Kyiv	fixed-term	Teaching Centre Management

## Role purpose

As a contracted member of the Teaching Centre team, the post holder supports Teaching Centre operations performing a range of assistant and administrative tasks, 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 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.

## 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.

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 Child Protection 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.

## **Main opportunities/challenges for this role:**

- Performing key, time-bound administrative tasks with a high degree of accuracy;
- 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;
- Gaining skills for succeeding in the international working environment.

## **Main Accountabilities:**

### **General Administrative Duties**

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

### **Young Learner Courses Assistance**

- to supervise the corridors during classes and breaks;
- to assist the teacher in managing the classroom and students aged 6-10;
- to support learning and encourage learner self-correction;
- to help the teacher to manage learner behaviour;
- to promote positive behaviour by adhering to the positive discipline policy.

### **Teaching Centre activities**

- to respond and be responsible for delivery of Teaching Centre administrative tasks in the interest of operation, as formulated by the Teaching Centre Management;
- to assist in preparation and conducting Teaching Centre activities;
- to provide accurate records and reports where appropriate;
- to provide oral and written translation for the customers and staff members during Teaching Centre events.

### **Higher-level activities**

- to perform a Chief Call-in Assistant role at the Teaching Centre's partner premises which includes but is not limited to: preparing and updating the students' lists, being able to confidently navigate the Teaching Centre Management System, establishing connections with customers, liaising with a partner school's representative to coordinate the in-situ processes, etc.

### **Other (including but not limited to):**

- to handle the information about British Council products and processes, first and foremost those related to Young Learners, in order to be able to provide assistance to customers;
- to build rapport with customers in order to learn about and enhance their experience in the British Council;
- to support and participate in overseeing health and safety measures in line with COVID-19 government restrictions as long as these are applied.

#### Other important features or requirements of the job:

- Flexible working hours are required to support Teaching Centre operations. Your working hours will be scheduled on a weekly basis and may cover from a couple of hours a day/week up to a full shift depending on the operational needs and your availability.

#### Possible shifts:

TC call-in's presence is required within the following hours: Mon-Fri 14.00 – 20.00; Sat-Sun 9.00 – 18.00.

There is flexibility in terms of shifts within the timeframes above.

#### British Council Partner Premises

Currently, the British Council is represented at three partner schools where Young Learner courses assistance is required.

Locations and corresponding possible shifts are as follows:

Location	Weekdays (twice a week), time	Saturday, time
Holosiiievo	16.00-20.00	09.00-17.00
Osokorky	16.00-20.00	09.00-17.00

**We are looking for call-in assistants to consistently represent us at partner premises. Therefore, if any of the above-mentioned locations is convenient for you at given times, please indicate this in the body of the email when applying for the position.**

*An ideal candidate for this position should be able to assist both at the main Teaching Centre at 29 Zhylianska St., and at least one of the partner schools.*

#### Key Relationships:

**Internal**

- Teaching Centre Student Relations Assistant
- Teaching Centre Registrar
- Young Learners Senior Teacher
- Young Learner Courses Coordinators
- Customer Excellence Team

**External**

- Customers (students and parents)

**Role Requirements:**

Threshold requirements:		Assessment stage
<b>Passport requirements/ Right to work in country</b>	You must have the right to live and work in the country in which the role is based.	Shortlisting
<b>Direct contact or managing staff working with children?</b>	Yes	Interview
<b>Notes</b>	Criminal record check (Child Protection check), medical check	During first month after 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"> <li>▪ English at a minimum of B2 level</li> <li>▪ Fluent written and spoken Ukrainian and Russian</li> </ul>		Shortlisting
Role Specific Skills		<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ Excellent communication skills</li> <li>▪ Accuracy/attention to detail</li> <li>▪ Computing skills (MS Office, Excel)</li> <li>▪ Ability to work independently and as a team member</li> </ul>		Shortlisting AND Interview

British Council Core Skills	Assessment Stage
<p><b>Communicating and Influencing (level 1)</b>  <i>Communicates clearly and effectively.</i> Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</p> <p><b>Using Technology (level 1)</b>  <i>Operates as a basic user of information systems, digital and office technology.</i> Able to use office software and British Council systems to do the job and manage documents or processes.</p>	Shortlisting AND Interview
British Council Behaviours	Assessment Stage
<p><b>Connecting with Others (level 1 - essential)</b>  Making regular opportunities to understand others better.</p> <p><b>Working Together (level 1 - essential)</b>  Establishing a genuinely common goal with others.</p> <p><b>Making it Happen (level 1 - essential)</b>  Delivering clear results for the British Council.</p> <p><b>Being Accountable (level 1 - essential)</b>  Delivering my best work in order to meet my commitments.</p>	Interview
Reviewed by:	Date:
Olga Sokolova, Teaching Centre Operations Manager	02.12.2021