

**Job Description**

Job Title	Customer Services Adviser		
Directorate or Region	Romania	Department/Country	British Council Iasi
Location of post	Iasi	Pay Band	K
Reports to	Centre Manager	Duration of job	2 years with possibility of extension

**Purpose of job:**

To deliver high quality services to internal and external customers and clients, which meet their needs and enable the British Council to achieve its objectives. To project a professional image of the British Council and the UK by providing a high quality, welcoming and efficient integrated service.

**Context and environment:** (e.g. dept description, region description, organogram)

The Romania office is part of the British Council's EU region and is active across the spectrum of project and partner activity in Arts, Education and English. We see English, via global products, Examinations Services and teacher training, as the area where we can achieve most impact and most closely meet local needs. The following are particularly important in the way we work:

- a) we integrate all aspects of our work regardless of how they are funded;
- b) we are entrepreneurial in seeking and exploiting new opportunities;
- c) we focus on delivering excellence to the customer in order to achieve maximum impact;
- d) we work with and through partners to ensure that our work is relevant and to increase impact and sustainability;
- e) we are forward-thinking in our use of new technologies to communicate with our audiences;
- f) we are clear and confident about our offer to partners and customers: access to UK excellence; our reputation as a trusted partner and provider; our ability to work across sectors; our access to international networks;
- g) we put our values – people, creativity, mutuality, professionalism, integrity – at the heart of our work. We are committed to equal opportunity and to the celebration and promotion of diversity and inclusion

**Accountabilities, responsibilities and main duties:**

1. Answering enquiries - delivering frontline, phone, e-mail customer services to internal and external customers as per agreed standards and pro-actively cross-sell British Council services to enquirers
2. Contribute to and manage the implementation of library strategy/marketing plan/communication plan to ensure outputs are achieved, targets and standards are met as agreed with the Centre Manager (collection of Customers Suggestions, library tours, presentations of services, Reading Challenge).
3. Managing library resources and systems (Alice) by ordering and ensuring timely delivery of books, DVDs and periodicals;
4. Successfully delivering day-to-day library operations, daily and monthly reconciliations as well as promoting services to target groups.
5. Delivering registrations for Exams, TC, seminars and handling the documents to be delivered to customers (folders, receipts, forms, invoices)
6. Projecting a professional image of the British Council. Administering the space and the information

materials as per customer services standards (inside and outside noticeboards, posters, information sheets, office environment, health and safety, cleanliness).

7. Receiving and handling British Council revenue in cash or by card. Ensuring the confidentiality, accuracy and safety of documents and transactions
8. Contribute to the increase of the BritTeen Club IG activity in terms of revenue and participation, as well as maintaining the agreed QA standards and revenue targets.
9. Liaise with the Exams Centre Manager to increase sales of British Council administered exams in the allocated area and to deliver various exam admin tasks (input of candidates, sending certificates to suppliers, preparing documentation for examination withdrawals, name amendments and Certifying Statements).
10. Other exams/ TC and partnerships related tasks (events promo and admin).
11. SAP responsibilities – parking and posting of local income, PO raising, daily reconciliations.
12. Coordination and implementation of local projects in which British Council Iasi is involved either as partner or organiser.

All tasks will be carried out to the satisfaction of customers, in accordance with EQS and board regulations and by deadlines.

**Key relationships:** *(include internal and external)*

The post holder is expected to be at the forefront of continuing and developing relationships with the current customers as well as actively participating in creating new ones.

- Exam candidates (external)
- Library members (external)
- State and private school representatives, language centres, teachers of English (external)
- exams Business Development Managers, Exams Coordinators (internal)
- Projects and Networks and Innovations representatives in Bucharest (internal)
- Relevant finance staff, locally contracted staff (internal)

**Other important features or requirements of the job**

*(e.g. travel, unsocial/evening hours, restrictions on employment etc)*

Unsocial hours may be required both for various events, as well as monitoring weekend exams sessions and teacher development seminars.

Please specify any passport/visa and/or nationality requirement.	EU National
Please indicate if any security or legal checks are required for this role.	No

## Person Specification

	Essential	Desirable	Assessment stage
<b>Behaviours</b>	<p><b>Being Accountable</b> Putting the needs of the team or British Council ahead of my own</p> <p><b>Working Together</b> Ensuring that others benefit as well as me</p> <p><b>Connecting with Others</b> Actively appreciating the needs and concerns of myself and others</p> <p><b>Making it Happen</b> Delivering clear results for the British Council</p> <p>Creating energy and clarity so that people want to work purposefully together</p>	<p><b>Creating shared Purpose</b> (More Demanding)</p> <p><b>Shaping the Future</b> Exploring ways in which we can add more value</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
<b>Skills and Knowledge</b>	<p><b>Admin &amp; Organizational skills</b> Managing Relationships with customers, clients &amp; stakeholders (Level 1)</p> <p><b>Basic financial skills</b> Monitoring and reporting (Level 1)</p> <p><b>Marketing and Customer Services</b> Responding to customer needs (Level 1)</p> <p>Delivers excellent service at all points of contact ( Level 1)</p> <p>Building strong relationships which add value to the United Kingdom (Level 1)</p> <p>Uses strong interpersonal skills to build effective rapport with customers</p>		Short listing & Interview

<b>Experience</b>	<p>Uses IT with confidence</p> <p>Very good communication skills in both Romanian and English (CEF level C1/C2)</p>	<p>Experience of administrative and organisational tasks</p> <p>Experience of successful customer and client management</p>	Short listing & Interview
<b>Qualifications</b>	Bachelor's/ first degree (completed or in progress)		Short listing

Submitted by		Date	
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# Guidance on Preparing a Role Profile

## (a) Job Description

Complete the job description section of the role profile

**Purpose of job** – What is the overall aim of the job? Why does it exist? (One or two sentences are usually enough for this).

**Context and Environment** – what does the department do? Which region does the job sit in? Are there any particular challenges or attractions of the region or area? Is it part of a team, if so how big is the team and where does the job fit? Who does it report to?

### Accountabilities, Responsibilities and Main Duties

**Accountabilities** - results for which the post holder is held accountable not necessarily tasks they perform themselves. More senior roles often have more accountabilities as they deliver results through others.

**Responsibilities** – what actions or tasks is the job holder responsible for? e.g. management or administration of finances, managing people, delivering or contributing to organisational targets, delivering own or others work to agreed standards

**Main Duties** – the main specific duties that job holder has to do in order to meet the responsibilities e.g. project planning, budget planning, event co-ordination, teacher recruitment. This is not meant to be an exhaustive list of all the tasks in a job, just the main ones. If there are one or two duties which form the major part of the job e.g. reconciliation of payments for a finance role it is helpful to indicate what percentage of the job these activities take up.

### Key Relationships

What people or organisations (internal and / or external) does the job holder have to interact with or influence and to what level? For example an Events Co-ordinator might have to maintain relationships with venue providers and participants externally and managers and PAs internally.

**Other important features or requirements of the job** – are there significant or unusual demands which are essential to the job e.g. unsocial / evening hours, international travel etc? Please be as specific as possible on these and only include those which are **essential**.

## **(b) Person Specification**

Complete the person specification section. As part of the role profile, it is used for recruitment purposes only. It sets out the selection criteria used for short listing and interview i.e. nature and level of the skill, knowledge and behaviour which will be assessed. These criteria are classed as either essential or desirable. Essential criteria are always used in assessment. Desirable ones are used to enable selection for interview where more than five candidates meet the essential criteria. Candidates who have declared a disability and who meet the essential criteria are always interviewed.

To increase opportunity while minimising bureaucracy and the amount of work for applicants and recruiting managers, no more than eight criteria should be listed as essential under the headings of behaviours, skills & knowledge and experience. We recommend that a maximum of four desirable criteria can be added.

**Behaviours** – List all 6 Behaviours ([link attached](#)) and identify those – we suggest no more than four - which you propose to use as part of the selection criteria and specify the required level i.e. essential, more demanding or most demanding. In the interest of minimising bureaucracy, please remember that you can choose to assess Behaviours at interview only, thus streamlining the application and short listing stage.

**Skills and Knowledge** – Select required skills and level from the list of Generic Skills ([link attached](#)). Guidance is no more than two - for example project and contract management, financial planning and management. Specify any additional knowledge requirement (this may be not always be applicable) for example, knowledge of employment law.

**Experience** – What is the minimum experience (work or otherwise) which is required or desirable for the job for example, leading a dispersed team, implementing a new system or policy, working in the public / private sector.

**Qualifications** - Please list the minimum qualifications or equivalent required for this role. Sometimes the "equivalent" could be practical experience or a local qualification or other similar accreditation. Qualifications should only be listed as essential if absolutely necessary for the job.