

Job Description
Ref no:

Job Title	Customer Services Adviser		
Directorate or Region	British Council Romania	Department/Country	Romania
Location of post	Cluj-Napoca	Pay Band	n/a
Reports to	Centre Manager	Duration of job	1 year 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:

(including people management and finance)

1. Answering enquiries - delivering frontline, phone, e-mail to internal and external customers as per agreed standards.
2. Pro-actively cross-sell British Council services to enquirers

3. Promoting British Council services by participating in various events, education fairs and presentations and helping organize exams marketing activities (seminars for teachers, managing informational material).
4. Delivering registrations for Library, Exams, BritTeen workshops, seminars and handling the documents to be delivered to Library and Exams (folders, receipts, forms, invoices, administrative documents)
5. Receiving and handling British Council revenue in cash or by card. Ensuring the confidentiality, accuracy and safety of documents and transactions
6. Assisting the Exams Centre Manager in administering Cambridge English examinations (promote and cross-sell British Council Exams, with a focus on YLE Cambridge exam sessions (relationship maintaining with current preparation centres, contacting new preparation centres, seminars for candidates & teachers of English)
7. Customer Services and Child Protection Representative; Supporting the Bucharest team in implementing in Cluj new strategies and procedures to match the British Council values and aspirations as an organization;
8. SAP responsibilities – parking and posting of local income, PO raising, daily reconciliations.
9. Maintaining the relationships with vendors, contracts, addendums and payment procedures.
10. Petty cash reconciliations, responsible for petty cash and recurring payments.
11. Coordination and implementation of local projects in which British Council Cluj is involved either as partner or organiser.

Key relationships: *(include internal and external)*

- Cambridge ESOL consultants – for YLE exams especially (external)
- Exam candidates (external)
- venue partners, contracted vendors (external)
- Cambridge ESOL Local Presenters, exam venue staff (external)
- State and private school representatives, language centres, teachers of English (external)
- Public institutions, NGO's and other private bodies with interest in collaborating on projects.
- exams Business Development Managers, Exams Coordinators (internal)
- Exams representatives in Bucharest (internal)
- Relevant exam 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
Behaviours	<p>Being Accountable Putting the needs of the team or British Council ahead of my own</p> <p>Working Together (Essential) Establishing a genuinely common goal with other</p> <p>Connecting with Others (Essential) Making regular opportunities to understand others better</p> <p>Making it Happen (Essential) Delivering clear results for the British Council</p>	<p>Creating shared Purpose (Essential) Communicating an engaging picture of how we can work together</p> <p>Shaping the Future (Essential) Looking for ways in which we can do things better</p>	<p>Interview</p> <p>Interview</p>
Skills and Knowledge	<p>Communication skills Reading and Writing Skills (Level 1) Speaking and listening skills (Level 1) Understanding purpose (Level 1) Understanding the audience (Level 1)</p> <p>Admin & Organizational skills Managing Relationships with customers, clients & stakeholders (Level 1)</p> <p>Communication Understanding purpose (Level 1) Understanding the audience (Level 1)</p> <p>Computer Skills Using Outlook (Level1) Using Excel (Level1) Using PowerPoint (Level1) E-learning (Level 1)</p>	<p>Basic financial skills Monitoring, evaluation and reporting (Level 1)</p> <p>Marketing and Customer services Understanding potential markets/ customers (Level 1) Understanding customer needs (Level 1) Responding to customer needs (Level 1) Obtaining and evaluating feedback (Level 1)</p>	<p>Short listing and Interview</p>
Experience	<p>Experience of administrative and organisational tasks</p> <p>Experience of successful customer and client negotiations situations</p> <p>Uses IT with confidence</p> <p>Very good communication skills in both Romanian and English (CEF</p>	<p>Experience of successful customer and client management</p>	<p>Short listing and Interview</p>

	level C1/C2)		
Qualifications	Bachelor's/ first degree (completed or in progress)		Short listing and/or interview

Submitted by		Date	
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