

Job Description

Job Title	Operations and Customer Services Assistant		
Directorate or Region	Romania	Department/Country	British Council Iasi
Location of post	Iasi	Pay Band	J
Reports to	Exams Coordinator/ Exams Resource Deployment Coordinator	Duration of job	Full time, 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

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 Exams business is currently implementing a new Exams Operational Design which will enable greater growth in the EU in an efficient and sustainable manner through economies of scale, meeting customer expectations through standardised best practice and by operating more effectively across borders.

The transition has a proposed timeline with a starting line of September. This will affect the current role profile at a small scale. In the long term, this role will become Exams Resource Deployment Assistant focusing on examinations tasks predominantly on the Iasi operation

Accountabilities, responsibilities and main duties

Responsibilities regarding Exams and Teaching administration:

1. Assistance in the day to day management of the Cambridge Assessment English examinations ensuring that all pre, mid and post session activity conforms to or exceeds corporate and Cambridge ESOL standards. The secure delivery, storage and despatch of examination papers. Communication with CAE on administrative matters.
2. Assistance in increasing the number of British Council administered exams in the allocated area (cold calling campaigns, dealing with first level enquiries, despatch of certificates and other exam related information provision).
3. Assistance in administering Aptis, University and professional exams.
4. Assist the Exams Coordinator and other exam staff in the effort to increase awareness and sales of exams in the allocated region (education fairs, exhibitions, conferences and other exams related events)
5. Assist with the organisation of CBT in Iasi region (installation of software, training venue staff, coordination of CBT sessions, information provision to suppliers, registrations)
6. Provide support for placement testing

Responsibilities regarding Front office tasks:

7. Ensuring that communication with candidates, institutions and stakeholders is timely, complete

and efficient; liaise with closed centres representatives

8. Answering enquiries - delivering frontline, phone & e-mail customer services to internal and external customers as per agreed standards
9. Pro-actively cross-sell British Council services to enquirers in an integrated manner;
10. Successfully delivering day-to-day front desk operations, such as registrations for Exams, Teaching Centre, library, seminars and handling the documents to be delivered to customers (folders, receipts, forms, invoices)

Finance related activities:

11. Raise purchase orders
12. Sales and Distribution processes (sales orders, debtors, a.o.b.)
13. Raising Intercompany POs for Exams boards
14. Vendor Creation
15. Contributing to effective, compliant financial processes and accurate financial information for Exams, CS operations and Library
16. Prepare basic end of day/month income reconciliations data
17. Parking and posting of daily local income
18. Receiving and handling British Council revenue in cash or by card. Ensuring the confidentiality, accuracy and safety of documents and transactions.

Transactions will be made accurately and to the satisfaction of Head of Business Development and in accordance with British Council Essential Finance and by deadlines.

Key relationships

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.

19. Exam candidates (external)
20. Library members (external)
21. State and private school representatives, language centres, teachers of English (external)
22. exams Account Relationship Manager, Exams Coordinators (internal)
23. Projects and Networks and Innovations representatives in Bucharest (internal)
24. Relevant finance staff, locally contracted staff (internal)

Other important features or requirements of the job:

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

Please specify any passport/visa and/or nationality requirement.

Right to work in EU

Please indicate if any security or legal checks are required for this role.

Checks requested by the Romanian law

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<p>Being Accountable Essential Putting the needs of the team or British Council ahead of my own</p> <p>Working Together Essential Ensuring that others benefit as well as me</p> <p>Connecting with Others Essential Actively appreciating the needs and concerns of myself and others</p> <p>Making it Happen Essential Delivering clear results for the British Council</p> <p>Creating energy and clarity so that people want to work purposefully together</p>		<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>
Skills and Knowledge	<p>Admin & Organizational skills Managing Relationships with customers, clients & stakeholders (Level 2)</p> <p>Basic financial skills Monitoring and reporting (Level 1)</p> <p>Marketing and Customer Services Responding to customer needs (Level 1)</p> <p>Delivers excellent service at all points of contact (Level 2)</p> <p>Building strong relationships which add value to the United Kingdom (Level 1) Uses strong interpersonal skills to build effective rapport with customers (Level 1)</p>		Short listing & Interview
Experience	<p>Uses IT with confidence</p> <p>Very good communication skills in both Romanian and English (CEF level B2)</p>	<p>Experience of administrative and organisational tasks</p> <p>Experience of successful customer and client interaction</p>	Short listing & Interview
Qualifications	Bachelor's/ first degree completed		Short listing

Submitted by	Roxana Ene	Date	January 2020
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