

**Job Description**
**Ref no:**

Job Title	Teaching Centre Assistant		
Directorate or Region	Europe	Department/ Country	Teaching Centre
Location of post	Bucharest	Pay Band	J
Reports to	Teaching Centre Services Manager	Duration of job	1 year

***Purpose of job:***

To support the provision of quality Teaching Centre services to the general public, and to offer administrative support to the Teaching Centre team.

***Context and environment:***

The Romania office is part of the British Council's EU region.

The Teaching Centre is a successful operation with a particular reputation for excellence in teaching adults and young learners. This post is accountable to the Teaching Centre Services Manager.

The postholder is mainly responsible for support in administration of the Teaching Centre onsite and corporate courses.

***Accountabilities, responsibilities and main duties:***

*(including people management and finance)*

- to deal with Teaching Centre customers during registration and throughout their course according to Teaching Centre policies and procedures
- to help coordinate registration and prepare materials for the onsite courses and workshops
- to handle daily enquiries - face-to-face, telephone and on-line, and support the external communication needs of the Teaching Centre
- to support the organisation of TC events (parents days, social events, visits etc)
- to offer general administrative support to the department (eg. equipment and furniture orders)
- translation of TC in-house materials (promotional leaflets, questionnaires etc.) is provided on request
- to act as Scorecard coordinator for the Teaching Centre
- to monitor and update the Teaching Centre webpage
- to support administration of the ongoing European Project
- To support coordination of corporate courses (arrange testing, monitor travel, issue invoices etc)
- to perform SAP role act as OS 01

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

Customer Services team  
 TC Management team  
 External customers

**Other important features or requirements of the job**  
*(e.g. travel, unsocial/evening hours, restrictions on employment etc)*

Work programme: Flexible working hours: either 09:00 – 17:00, or 11:00 – 19:00, Monday to Friday.  
 Some Saturdays (due to registration) and public holidays. During registration and busy periods extended hours (with TOIL) necessary.

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

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

## Person Specification

	Essential	Desirable	Assessment stage
<b>Behaviours</b>	Being accountable (essential level) Working together (essential level) Connecting with others (essential level) Creating shared purpose (essential level) Shaping the future (essential level) Making it happen (essential level)		Internal applicants only
<b>Skills and Knowledge</b>	Communication skills Computer skills (Excel-level 2 Outlook, Word, Databases, Access, Internet-Level 2) Marketing and Customer service Ability to deal with finances		Short listing and Interview

<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least 2 year experience in customer services</li> <li>• Database management and use of spreadsheets</li> <li>• Basic finance</li> </ul>		Short listing
<b>Qualifications</b>	<p>First degree</p> <p>Proficiency in written and spoken Romanian and English-level C1</p>		Short listing