

Job Description

Ref no:

Job Title	Teaching Centre Coordinator		
Directorate or Region	EU Europe	Department/Country	Romania
Location of post	Bucharest	Pay Band	H
Reports to	Teaching Operations Manager	Duration of job	2 years

Purpose of job:

To co-ordinate Teaching Centre customer systems, to deal with customers and to provide administrative support to the Teaching Centre team.

Context and environment: Context and environment:

The British Council is the United Kingdom's international organisation for educational opportunities and cultural relations. We have been operating in Romania since 1938 and are present in three locations: Bucharest, Cluj-Napoca, and Iasi. We build engagement and trust for the UK through the exchange of knowledge and ideas between people worldwide.

The Romanian office is part of the British Council's EU region. We continue to be active across the spectrum of project and partner activities in Arts, Education, and English, with a limited Society portfolio. We see English, via global products, new technologies 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 celebration and promotion of diversity and inclusion.

The Teaching Centre in Bucharest continues to expand rapidly and is now one of the largest centers in the EU. We enjoy a strong reputation in Romania as the leading provider of English language courses. Current performance of Exams and Teaching across the country is strong and there are ambitious growth targets for both strands.

This post is accountable to the Teaching Centre Operations Manager and is part of a team of 7 people.

Accountabilities, responsibilities and main duties:

(including people management and finance)

Customer Service

To deal with Teaching Centre customers during registration and all through the course courteously and efficiently – according to the TQS standards and internal Customer Service guidelines.
To ensure efficient daily communication with the integrated Customer Service team on second level enquiries as well as changes in centre policies and procedures for the Adult programme (courses).

Digital

Teaching Centre Customer systems and platforms are managed effectively and are up to date (e.g. Bookeo, Edmodo)

To monitor and update the Teaching Centre webpages using Solas in order to reflect all British Council and Teaching Centre policies and procedures

Manipulate Teaching Centre customer system reports for marketing and financial purposes

Marketing and Communications:

To support the external and internal communications needs of the Teaching Centre and departmental marketing initiatives on promotion and research including:

Marketing support in the production of departmental leaflets, student materials etc

Internally produced materials conform with British Council standards

Manage the Teaching Centre section of InBrief for adult learners in a timely and efficient manner

Administration

To manage the organisation of Teaching Centre events (parents' days, social events, external visits, focus groups, etc)

Registrar role for TCMS database to support Registrar setting up course sessions and troubleshooting during registration.

Administer the student waiting list and processes throughout the year.

To manage data for all student systems in accordance with British Council policies and centre operational needs including GDPR.

Provide training and deal with troubleshooting on Teaching Centre systems for all staff engaged in Teaching Centre activities.

To provide administrative support to the Teaching Centre

Cover for Teaching Centre admin colleagues when necessary.

Key relationships: (include internal and external)

Customer Services Team

Teaching Centre Management Team

External customers

UK Global Business Services

Other important features or requirements of the job

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

During registration and busy periods, weekend work and extended hours (compensated through TOIL) may be necessary.

Current schedule: Monday to Friday 0900-1700

Please specify any passport/visa and/or nationality requirement.	Post-holder must have a pre-existing right to work in EU.
Please indicate if any security or legal checks are required for this role.	Clear Criminal Record Check is mandatory as well as other appropriate checks.

Person Specification

Experience	Experience of administrative and organisational skills Database management, advanced user of Microsoft Office, Google Drive.		Short listing
Qualifications	First degree Proficiency in spoken and written communication Romanian and English- C1 level		Short listing Interview

Submitted by	Diana Popa	Date	29.10.2018
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