

Job Title	YL Branch Assistant		
Directorate or Region	EU	Department/Country	Teaching Centre Romania
Location of post	Bucharest, Romania	Pay Band	J grade (4 hour contract)
Reports to	Schools and Corporate Clients Manager	Duration of job	February 2020 – June 2021
<i>Purpose of job</i>			
<ul style="list-style-type: none"> To provide administrative and organizational support in the YL Branch and ensure appropriate teaching materials, resources and documentation are in place To liaise with Schools and Corporate Clients Manager and Partnership and Premises Coordinator to build a positive working relationship with the YL Branch staff To be the first point of contact for the parents / guardians accompanying students in YL Branch and to ensure the welfare of the students To support the wider aims of British Council and its cultural relations mission 			
<i>Context and environment</i>			
<p>The British Council Teaching Centre in Bucharest continues to expand rapidly and is now one of the largest centers in the EU. Classes are offered over 6 days (Monday – Saturday) with approximately 3000 young learners and 800 adults per term. 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 businesses.</p> <p>We are looking to appoint an Assistant YL Branch, to help provide day-to-day administrative and organizational support to teachers working in the YL Branch. This will involve monitoring teaching and stationary resources, providing teachers with relevant information about the YL Branch, and supporting them in the contact with parents and YL Branch staff.</p> <p>This role will also focus on building and maintaining a positive working relationship with the YL Branch staff. You will work together with Schools and Corporate Clients Manager and Partnership and Premises Coordinator to facilitate the communication between the British Council teachers, Teaching Centre management and administration teams, YL Branch teachers and YL Branch management.</p> <p>You will be the first point of contact for the parents and guardians accompanying students to the classes in YL Branch. You will work together with the Partnership and Premises Coordinator and support them in managing the relationship with parents / guardians to build commitment and strong positioning of the British Council brand as well as to provide excellent customer care.</p> <p>The British Council believes that all children have potential and that every child matters – everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989</p>			
<i>Accountabilities, responsibilities and main duties:</i>			

1	Provide day-to-day administrative and organizational support to teachers teaching in the YL Branch through yielding them with relevant information about the YL Branch, the working conditions and available teaching resources.
2	Ensure the classrooms in the YL Branch are appropriately resourced with stationary and toys; ensure there are projects and other necessary materials available for teachers in the storage space on the YL Branch premises.
3	Be the first point of contact with the parents / guardians accompanying children to the YL Branch. Answer queries; liaise with the Schools and Corporate Clients Manager, Academic Manager, and Partner School Coordinator to manage feedback.
4	Liaise with the teachers and the YL Branch interlocutor to manage the use of the classroom and resources, such as interactive / smart board, furniture, teaching resources, photocopier, etc. provided by the YL Branch.
5	Liaise with teachers teaching in the YL Branch to identify classroom and teachers' area resources (e.g. storybooks, toys, stationary) that are useful or add value to the courses held in the YL Branch.
6	Complete related administrative tasks to specified standards and provide excellent customer service to support the activities in all locations of the Teaching Centre (Calea Dorobantilor, Mendeleev or any other new location).
7	<p>Ensure safeguarding and guidelines are applied and upheld in line with standards and policy for the following areas:</p> <ul style="list-style-type: none"> • Child Protection • Equality, Diversity and Inclusion • Anti-bribery • Information management <p>Health and Safety</p>
Key relationships	

Internal

- Teachers
- Partnership and Premises Coordinator
- Partner School Coordinator (Academic)
- Teaching centre management team
- Teaching centre administration team
- Customer services staff

External

- Learners
- Parents
- YL Branch teaching staff and management
- Partners (i.e. suppliers)

Other important features or requirements of the job

The working hours will be Tuesday to Friday in the afternoons and evenings (16.00-20.00) and Saturdays from 9.00 until 13.00 or 12.30-16.30. Travel between the Main Centre and YL Branch will be necessary. Working hours may change following change in courses schedule.

Leave will have to be planned according to Teaching Centre holidays.

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

Applicants must already have the right to live and work in the EU.

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

Enhanced and clear CRB Disclosure is mandatory as well as other appropriate checks.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	Making it happen (essential) <i>Delivering clear results for the British Council</i> Working together (essential) <i>Establishing a genuinely common goal with others</i> Connecting with others (essential) <i>Making regular opportunities to understand others better</i>		Shortlisting and interview
	Creating Shared Purpose (essential) <i>Communicating an engaging picture of how we can work together</i> Shaping the Future (essential) <i>Looking for ways in which we can do things better</i> Being Accountable (essential) <i>Delivering my best work in order to meet my commitments</i>		Not assessed during the application stage but assessed during Performance Management process

Skills and Knowledge	Communication and Influencing <i>Level 2 - Relates communications to circumstances</i> Planning and organizing <i>Level 2 - Plans ahead</i> Managing people <i>Level 1 – Supports others</i> Managing projects <i>Level 1 - Follows project management disciplines</i>		Short listing and / or interview
Experience	Experience of administrative and organisational skills		Short listing
Qualifications	First degree Proficiency in spoken and written communication Romanian and English - C1 level		Short listing and / or interview

Submitted by	Diana Popa	Date	January 2019
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