**Role Title**

Teaching Centre Resources Assistant

**Role Information**

<table>
<thead>
<tr>
<th>Role Type</th>
<th>Pay Band</th>
<th>Location</th>
<th>Duration</th>
<th>Reports to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full time</td>
<td>J</td>
<td>Agouza</td>
<td>1 year - renewable</td>
<td>Ashraf Salama – Teaching Centre Resources Officer</td>
</tr>
</tbody>
</table>

**Role purpose**

To provide admin support and maintain an appropriate working environment for teaching centre staff which is safe, comfortable, attractive and conductive to efficiency which makes a positive statement about British Council to BC teachers and students.

**About us**

The British Council is the UK’s international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust.

We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

**Geopolitical/SBU/Function overview:**

British Council Egypt opened in 1938 and is the largest in the British Council’s MENA (Middle East and North Africa) region. It is high priority country for the organisation with an annual turnover of GPB15m from teaching, examinations and grant/partnership funded projects and programmes.

It receives over 1,700 customers a week on its premises in Agouza, Heliopolis and Alexandria and makes contact with a further 50,000 through off-site venues. The majority of these customers are teaching centre students and examination candidates. British Council Egypt currently has a staff of over 270, almost half of which are teaching staff.

British Council Egypt strategy aims to continue to grow its impact in Egypt through increased contact and strengthened relationships with its target customers, partners and stakeholders.

**Main opportunities/challenges for this role:**

To support the delivery of all teaching centre services by the implementation of agreed tasks such as resources and facilities management, including classrooms, stores and the teaching centre, providing necessary facilitation to teachers, communication with teachers on their resources needs and communication with BC candidates and course students on their issues, management of teaching centre stores of stationery and other teaching materials, in addition to providing support and covering other colleagues responsibilities as and when needed.
Main Accountabilities:

**Resources Management**
Teachers' resources (books/references/media) are organized, recorded and stored appropriately
Teachers' resources are prepared on request according to corporate standards
Cupboards are secure at all times
Signing out system for resources and classroom accessories is kept up to date and materials not returned are followed up within a day
Receipt of all resources from teachers at the end of academic term
Provide clearance for leaving teachers insuring that all items in their custody is returned and as necessary report to HR & Finance on any unreturned items
Identify outdated resources and take the necessary steps to donate/dispose them in accordance with the BC policies
Update system and database maintained to manage resources

**Facility Management**
Teachers' room is tidy at all times and vacant tables are clear, lockers and pigeon holes are secure and allocated
Broken equipment is reported within one day and followed up
New teachers are provided with lockers and pigeonholes within two working days

**Assistance for Teachers**
Liaise with Customer Services Assistant in collecting information from registers for CS students at specific times during the term
Print certificates and deliver to teachers before last week of term
To provide administrative support for delivery of Teacher Development activity
Be the first level of maintenance and troubleshooting of IT problems in classes then and liaise with IT technician the technical problems.
Provide teaching materials upon request
Provide assistance with classrooms or resources

**Communication**
Refer other TC enquiries to appropriate staff
Difficult customers are dealt with according to TC policy
Provide orientation of staff room and resources to new teachers on request
Answer FAQs immediately according to CSS
Telephone is answered as per CSS

**TC Resources Order & Store Maintenance**
Stationery stock is replenished as necessary
New resources received are checked against order on arrival
Keep stores in good order, store all items appropriately
Maintain inventory records

**Other Duties**
To provide cover and support for colleagues as in order to ensure that the Teaching Centre Resources Team operates flexibly and efficiently
Carry out other tasks relevant to the above core areas assigned by the TC Resources Manager

**Key Relationships:**

**Internal**
- TC Resources Manager, Customer Services staff, Teaching Centre Manager, Head teachers, service providers, suppliers and their representatives,
- Other internal BC staff
- BC teachers

**External**
- BC students
- Venue managers, visitors
### Role Requirements:

<table>
<thead>
<tr>
<th>Threshold requirements:</th>
<th>Assessment stage</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Passport requirements/Right to work in country</strong></td>
<td><strong>Shortlisting</strong></td>
</tr>
<tr>
<td><strong>Direct contact or managing staff working with children?</strong></td>
<td><strong>N/a</strong></td>
</tr>
<tr>
<td>Yes</td>
<td>IF YES. Appropriate police check</td>
</tr>
</tbody>
</table>

### Notes

### Person Specification:

### Language requirements (DELETE IF NOT APPROPRIATE)

<table>
<thead>
<tr>
<th>Minimum / essential</th>
<th>Desirable</th>
<th>Assessment Stage</th>
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<tbody>
<tr>
<td>▪ Reading and Writing at Proficiency Level A2 (English and Arabic)</td>
<td></td>
<td><strong>Shortlisting</strong></td>
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### Qualifications

<table>
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<tr>
<th>Minimum / essential</th>
<th>Desirable</th>
<th>Assessment Stage</th>
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<tbody>
<tr>
<td>▪ Diploma or University degree</td>
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<td><strong>Shortlisting</strong></td>
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### Role Specific Knowledge & Experience

<table>
<thead>
<tr>
<th>Minimum / essential</th>
<th>Desirable</th>
<th>Assessment Stage</th>
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<tbody>
<tr>
<td>▪ 2-3 years in customer service/administration/</td>
<td></td>
<td><strong>Shortlisting</strong></td>
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### Role Specific Skills (if any)

- Customer service
- Administration
- Basic excel and financial skills

**Other important features or requirements of the job**

Resources Assistant should be prepared to work varied hours in order to ensure high standards and appropriate customer service; flexible working hours.

The Resources Team operates 7 days a week, from morning to evening 8:00am – 11:30pm. The job holder will be working on a rotational schedule.

The postholder will work on a 5 day week, including Friday and Saturday, on shift basis and is entitled to 2 days off, in some cases non-consecutive days off.

Shift schedule is subject to change, and flexibility in adjusting hours of work is essential when there is an operational need to do so.

### British Council Core Skills

**Managing people, Supports others**
Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes.

**Communicating and influencing:**
Communicates clearly and effectively
Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.

**Managed by:**
[Insert job title] | [Insert date prepared] | The British Council
**Planning and organising:**
Is methodical
Able to plan own work over short timescales for routine or familiar tasks and processes.

**Managing Finance and Resources**
Uses resources efficiently

**Using Technology**
Operates as a basic user of information systems, digital and office technology
Able to use office software and British Council systems to do the job and manage documents or processes.

**Administration Skills**
Written & spoken English level A2
Fluent Arabic speaking and writing at B2 level

<table>
<thead>
<tr>
<th>British Council Behaviours</th>
<th>Assessment Stage</th>
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<tbody>
<tr>
<td><strong>Being accountable:</strong> (essential)</td>
<td>Interview</td>
</tr>
<tr>
<td>Putting the needs of the team or British Council ahead of my own</td>
<td></td>
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<tr>
<td><strong>Working together:</strong> (essential)</td>
<td></td>
</tr>
<tr>
<td>Establishing a genuinely common goals with others</td>
<td></td>
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<tr>
<td><strong>Creating shared purpose:</strong> (essential)</td>
<td></td>
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<tr>
<td>Communicating an engaging picture of how we can work together</td>
<td></td>
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<tr>
<td><strong>Making it happen:</strong> (essential)</td>
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<tr>
<td>Delivering clear results for the British Council</td>
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<thead>
<tr>
<th>Prepared by:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Neveen Yehia</td>
<td></td>
</tr>
<tr>
<td>Teaching Centre Resources Manager</td>
<td>15 February 2017</td>
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</tbody>
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