

Role Title Ref no- 18/05/252

Library and Cultural Centre Young Learner Programme Coordinator

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Full Time	4	Dhaka	Indefinite	Cultural Centre Manager

Role purpose

- To deliver consistently excellent services to internal and external customers for the Cultural Centre especially to the families with children to meet their needs and enable the British Council to meet its corporate objectives and impact targets as outlined in the country and regional library strategy.
- To secure excellent results in in-house and outreach services while ensuring high quality services of Cultural Centre activities especially focusing children in partnership with corporates and institutions
- To work with the events team in planning and delivering excellent quality events and activities from the Cultural Centre and especially for the Young Learners' Centre

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:

The purpose of the British Council is to create international opportunities for the people of the UK and other countries and build trust between them worldwide, we call this cultural relation. Our Strategy 2020 aspires for the British Council to be a partnering organisation. This will be demonstrated by the scale and impact of our strategic partnerships and by the shared resourcing we enjoy with committed partners.

As the United Kingdom's international organisation for cultural relations and educational opportunities, the British Council works with public and private organisations across the world to build mutually-beneficial relationships. The successful design and implementation of our programmes and projects is increasingly dependent on partnerships for income and impact. Working with the Library Manager and liaising closely with the Arts, Education, English and Society teams, the post holder will contribute to increasing our impact through the resources we

offer through the Library and Cultural Centre, by creating close ties with the Schools and Higher Education sectors and the general public.

Main opportunities/challenges for this role:

- Maintaining regular communicating and relationship with the partner organisations and corporate funder
- Understanding the need of Young Learner and Family members and translate it into the overall activities of the Cultural Centre operations
- Coordinating with all relevant Strategic Business Unit teams and have an attractive programme for the Young Learners” Centre which attracts new customer for the British Council.

Main Accountabilities:

Accountable to the Cultural Centre Manager and responsible for

Library services

- To deliver excellent front line services to Library customers’ to defined quality standards in order to meet customer needs and enable the British Council to meet its corporate objectives
- To support Library and Cultural Centre customers (to identify customers’ needs, provide professional advice and guidance on resources) and provide feedback on customers’ written works and speaking upon request
- To ensure quality support to different teams - English, Arts, Education and Society, Exams and Teaching Centre to plan and organise events in coordination with the events team
- To contribute in all agreed areas of operational management (e.g. customer service excellence, events and visitor management, health and safety, the green agenda, equality & diversity, child protection, data protection and security).

Project planning and implementation

- To contribute in designing, promoting and implementation of the agreed Library and Cultural Centre projects and programmes.
- To participate in relevant project planning meetings
- To agree with Cultural Centre Manager responsibilities for specific projects and project documents
- To contribute to the development of project related materials
- To identify and report on risks relating to own area of work
- To gather and collate relevant data for evaluation and reporting
- To provide inputs to progress reports as required by project manager.

Relationship management

- To liaise with contacts in partner organisations and other suppliers.
- To coordinate with partner institutions and take an active part in implementation of agreed activities as a part of our outreach programme.
- To manage relationships in a professional manner in line with the British Council standards.
- To obtain regular feedback from day-to-day contacts throughout the project.
- To visit institutions and corporate bodies monthly to promote membership and other activities of the Library and Cultural Centre.

Financial administration

- To support the financial administration of project activities using the British Council's SAP-based financial and business system (FABS)
- To plan costs and prepare budgets using FABS for own areas of responsibility
- To raise purchase orders and do goods receipt as required by maintaining all required standard
- To raise sales orders to assist with the management of the Library and Cultural Centre budget, ensuring spend and profiling match targets.

Additional Requirements

- The post holder will understand and make decisions which are affected by Equality Diversity and Inclusion legislation and policy. Additionally s/he will exploit opportunities brought by diversity and build them into all planning
- The post holder will understand the importance of child protection and ensure policies and processes are in place to offer maximum protection of young people at all relevant events and venues and ensure compliance with the British Council Child Protection policy
- The post holder will be required to work in shifts and will be required to move their weekend days on occasion. The post holder may be required to work on Fridays to support operations
- S/he also will be required to work extended hours in case of a contingency
- The post holder may be required to travel occasionally for meetings/ training courses
- The post holder may be required to work from different British Council office locations in Dhaka (Dhaka University, Uttara, Gulshan) as per assignment.

Key Relationships:

Internal: Members of the Programmes, Exams, Events team, Teaching Centre and regional Library teams.

External:

- National Higher Education institutions,
- Schools, both English medium schools and schools following the national curriculum, madrasahs following national curriculum
- Local and international corporate bodies working in Bangladesh
- Local and international libraries and organisations working in a similar field like Asia Foundation, Bishwa Shahitya Kendra
- Potential corporate sponsors, foundations and government-funded sponsors.

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Bangladeshi passport holder or legally entitled to work in Bangladesh.	Shortlisting
Direct contact or managing staff working with children?	Yes	Shortlisting and/or Interview
Notes	ID, local/international police record check, qualification and reference checks are required for external candidates.	

Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Excellent English language skills (e.g. IELTS level 6.5 or equivalent)		Shortlisting
Qualifications		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
First University Degree in any discipline	A first degree in Library Management	Shortlisting
Role Specific Knowledge & Experience		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ 2 years' work experience in project management ▪ Experience of working with children. 	Work experience with schools	Shortlisting and/or interview
Role Specific Skills		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Ability to work with partners and customers with empathy and care by using required soft skills. ▪ Excellent marketing and negotiation skills. ▪ Ability to work in a way that promotes the safety and wellbeing of children. 		Shortlisting and/or Interview
British Council Core Skills		<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Communicating and influencing (Level 2) Relates communications to circumstances Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences ▪ Managing Projects (Level 2) Analyses project data Examines project data and performance, reporting on progress and recommending corrective action as needed. ▪ Using technology (Level 2) Operates as an advanced user Works as an advanced practitioner in the use of office software and/or British Council standard and social media platforms and trains or coaches others in their use. 		<i>Shortlisting and/or Interview</i>

British Council Behaviours	Assessment Stage
<p>Behaviours assessed during interview stage of recruitment process</p> <ul style="list-style-type: none"> • Making It happen – essential Delivering clear results for the British Council • Connecting with Others- essential Making regular opportunities to understand others better • Being accountable – essential Delivering my best work in order to meet my commitments <p>Behaviours not assessed during recruitment process</p> <ul style="list-style-type: none"> • Shaping the future – essential Looking for ways in which we can do things better • Creating shared purpose – essential Communicating an engaging picture of how we can work together • Working Together- essential Establishing a genuinely common goal with others 	<p><i>The position holder will be required to demonstrate all six behaviours, on the job. These will be assessed during year end performance evaluations.</i></p> <p><i>Behaviours to be assessed during the interview stage of recruitment are mentioned</i></p>
Prepared by:	Date:
Sarwat Reza Head Cultural Centre	April 2018

“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”

“The British Council is committed to a policy of equal opportunity. Our policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, age, disability, ethnicity, religion or marital status. We guarantee an interview to disabled candidates who meet the essential criteria”