

Role Title

Administrative Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Support Services	2/J	Kumasi - Ghana	2 Years Fixed Term	Resources Manager

Role purpose

To provide safe and quality office support services to British Council Staff, Partners and Visitors as well as exams, projects and other programmes.

To always act professionally and demonstrate the Council's values in all assignments.

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 Ghana has been in operation since 1943. Our main office is situated in Accra with a small operation in Kumasi. Over the 70 years, we have established a good reputation for cultural relations and educational services. Our relationship with government, corporate organizations and the academia is strong and we continue to take advantage of these partnerships to expand our reach and impact. We occupy a major place in the English Language assessment market in Ghana and plan to expand this work even further. With one of the world's largest extractive sectors and buoyant businesses, we have started taking advantage of the significant opportunities for partnership funding, especially in the area of skills for youth. We will continue to explore these further. There are opportunities for English Language, Creative Economy and Social Enterprise work and we are exploring the existing opportunities for the British Council to move into this space. In Ghana, the British involvement in tertiary education over the past decade has been in supporting Development Partnerships in Higher Education (DeIPHe), Educational Partnerships in Africa (EPA), Africa Knowledge Transfer Partnerships, Commonwealth Fellowships, Scholarships, and studying in the UK

Main opportunities/challenges for this role:

The job holder is expected to support the Kumasi office in their daily logistics & procurement needs, manage effectively the facilities & assets and to ensure a healthy, safe and secured working environment at all times.

The job is based in a directorate where Exams, Projects and other programmes are constantly evolving and requires the ability to multi-task in a fast paced working environment with tight deadlines.



Main Accountabilities:

Main Duties and Responsibilities:

All duties and responsibilities will be in line with British Council's Equality, Diversity and Inclusion, Child Protection and other overarching corporate policies:

Procurement

- To support the Office in procurement and general SAP related issues
- Ensure compliance with all BC Procurement standards, financial and anti-fraud processes
- Assist in all audit preparations.

Facilities and Asset Management

- Maintain a prioritised and updated facilities and asset task list at all times to ensure that properties and assets meet standards for health, safety, security and environmental impact.
- Maintain an up to date annual preventive maintenance schedule for assets and office equipment and follow up on all maintenance schedules for the office to ensure delivery
- Supervise the work of office cleaners and gardeners to ensure the beautification of the premises at all times.
- Supervise and coordinate all events setups at the Council.
- Assist in venue and vendor site inspection
- Monitor facilities bookings and ensure that records are always accurate
- Daily monitoring of the performance of service providers to ensure quality services at all times.
- Update the Fixed assets and inventory list for the office.

Health, Safety and Security

- To maintain British Council's health, safety and security standards ensuring that fire safety regulations are met and regular fire drills and first aid training are held with staff once a year.
- Ensure timely renewal of fire certificate for the premises and regular maintenance and testing of all fire facilities installed as required by regulation.
- To oversee the activities of security guards in the premises to ensure strict compliance to agreed security arrangements and procedures.
- Ensure regular checks and maintenance of CCTV cameras and other security installations for optimum functioning at all times.

Contracts

- Maintain up to date contract register and documentation for the office.
- Ensure all contracts are renewed on time and reviews are done in conjunction with the Resources Manager or respective Heads of Department.
- Ensure all contracts are delivered in accordance with the agreed terms and conditions

IT and Communication

- Work closely with Accra office to maintain IT and server equipment in good and reliable state at all times
- Ensure all communication systems are well maintained and efficient

Travel Arrangement/ staff support

- Efficient travel arrangement for staff travel
- Hotel booking and management for staff and consultants in country.
- Liaise with Accra office for travel arrangements for all staff, consultant and partners
- Contributes to general office planning
- Efficient processing of staff identification and any other required documents.
- Ensure staff have all necessary stationery and working tools

Others.

- Help maintain a very cordial relationship between the Manhyia Palace and the British Council at all times

Key Relationships:

Internal

- Country Director
- Resources Manager
- Project Teams
- British Council Kumasi Team
- Business Support Services Team

External

- Vendors
- Contractors
- Manhyia Palace

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Must have the right to live and work in Ghana	Shortlisting
Direct contact or managing staff working with children?	Yes/No IF YES. Appropriate police check	N/A
Notes		

Person Specification:

Language requirements

<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ A good level of spoken and written English (at least B2 proficiency level) 		Shortlisting

Qualifications

<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Qualified to University degree level, or equivalent 		Shortlisting

Role Specific Knowledge & Experience

Minimum / essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ Knowledge of procurement processes and contracts management ▪ Knowledge of health, safety and security ▪ Ability to multi-task in a fast paced working environment with tight deadlines ▪ Experience with organizing projects or events 		Shortlisting
Role Specific Skills		Assessment Stage
<ul style="list-style-type: none"> ▪ Office management skills ▪ Good communication and interpersonal skills ▪ Basic computer skills ▪ Logistics management skill ▪ Facilities and asset management skills ▪ Procurement and contract management 		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
<ul style="list-style-type: none"> ▪ Managing Projects (Level 1): Works with project management systems and procedures, and has a track record of compliance with them as a project team member ▪ Planning and Organizing (Level 2): Organizes own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people. ▪ Communicating and Influencing (Level1): Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing. ▪ Managing Finance and Resources (Level1): Uses resources efficiently in own role and complies with financial rules and procedures. ▪ Using Technology (Level1): Able, with adjustments if necessary, to use office software and British Council systems to do the job and manage documents or processes 		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
<p>Connecting with Others (Essential) <i>I find common ground and build relationships and connections to support British Council goals. I do this by building trust with others, by paying attention to their concerns and needs, and showing that I understand their interests.</i></p> <p>Being Accountable (Essential) <i>I show accountability and commitment to the British Council and I demonstrate resilience and determination. I hold myself and others responsible for delivering goals in line with the shared purpose of the British Council.</i></p> <p>Working Together (Essential) <i>Knowing that we will achieve more with other people than we can do separately, by sharing goals and resources to add more value, I work towards common goals with others.</i></p> <p>Making it Happen (Essential) <i>I deliver excellent results, achieve challenging goals and develop myself and others. I do this by setting clear and demanding objectives to deliver what is required.</i></p> <p>Creating Shared Purpose (Essential) <i>I gain the active support of other</i></p>		Interview
		Required for the position but not used

people so they are fully engaged and motivated to contribute effectively

in interview process

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