

## Role Title

Child Protection Coordinator

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Coordinator	Teacher	Singapore	24 months	Academic Manager / Senior Teacher

## Role purpose

- To promote and ensure the effective delivery of The British Council's Child protection policy throughout Singapore British Council centres
- To actively lead, support and develop a team of teachers.
- To provide academic and operational support to the island wide operations, academic, and sales and customer management teams.
- To develop and maintain high standards to teaching and service quality

## 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 80 million people directly and 791 million people overall including online, broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

## Overview:

The British Council Singapore has four centres (Napier Road, Tampines, Marsiling and Toa Payoh). Napier Rd offers both Young Learner and Adult courses and is where our TDC (Teaching and Development Centre) and Contracts teams are based, in addition to many members of our support staff and regional colleagues. Toa Payoh offers mainly Young Learner courses alongside a small number of adult courses and also houses our PDC (Professional Development Centre). Like Toa Payoh, Marsiling also offers mainly Young Learner courses with a small selection of Adult courses. Finally, Tampines offers only Young Learner courses but is also where our BCPS (British Council Pre School) is located.

There is an Academic Manager and Deputy Academic Manager based in each branch to run the Young Learner and Adult courses, and to support with the delivery of additional courses at that centre, such as PDC, TDC, BCPS and Contracts courses (1-1 and Holiday Camps). The post holder will work across all four centres when required, play a full role as a member of the Singapore Teaching Centre Management Team and participate in customer engagement, academic and operational management initiatives.

The Child Protection Coordinator works alongside the Academic Managers, Deputy Academic Managers, Product Senior Teachers and other Coordinators as well as the Heads of Products to

lead a team of teachers.

Please refer to our website at [www.britishcouncil.org.sg/english](http://www.britishcouncil.org.sg/english) for a full range of courses and information about the centres.

## Main Accountabilities:

### Accountabilities:

#### Support the British Council's global English strategy by ensuring:

- The customer is at the heart of everything we do and the decisions we make.
- Teaching is delivered to the highest standards.
- Continual professional development and sharing of best practice is conducted.

### Responsibilities and main duties:

#### 1) Child Protection

- Actively contribute to the implementation of British Council Singapore's Child Protection policy and communicate the policy to staff and customers across all departments through the organisation and management of a National Working Group (NWG) and through Child Protection Focal Points across the island
- Ensure that systems and procedures that support our Child Protection policy are in place across all departments and are respected by staff and customers
- Lead the NWG to liaise with all teams to complete the Child Protection Self Audit and create and implement the Child Safe Action Plan to ensure global standards for Child Protection policy are fully met, upheld and regularly reviewed to ensure practices continue after implementation
- Maintain records of Child Protection issues and cases (e.g. individual student disclosures) in order to monitor progress and outcomes, build on prior experience and provide continuity for all relevant stakeholders
- Assess Child Protection issues and provide advice and support to colleagues and customers
- Deliver training to staff to raise awareness and develop the skills needed to manage disclosures and actively notice potential Child Protection issues

#### 2) Academic Management

- Liaise with customers, parents, teaching staff and the Sales and Customer Management team to ensure high levels of customer care and satisfaction.
- Understand the local context and our target audience to better meet customer needs and influence centre and teaching team decisions.
- Initiate, contribute to and provide support for customer engagement initiatives and promotional events
- Provide proactive support for the teaching team, from induction, day to day support to mentoring and training.

#### 3) Leadership and Management of Teachers and Resource Staff

- Support the Academic Managers and Deputy Academic Managers in the leadership and management of a team of teachers to teach to consistently high standards in line with the competencies and duties in their job description
- Line manage up to 6 members of staff in accordance with the British Council standards

#### 4) Teaching

- A maximum of 12 hours scheduled teaching per week

#### 5) Safeguarding and Quality Control:

Ensure safeguarding and guidelines are applied and upheld in line with standards and policy for the following areas:

- Child Protection
- Equal Opportunities and Diversity
- Health and Safety
- Teaching Quality Standards

#### 6) Personal professional development

- Demonstrate a commitment to CPD (continued professional development) by maintaining an up to date outlook on current developments in ESL and EFL, undertaking training and further academic qualifications to positively influence customers and teaching staff.

### Key Relationships:

#### Internal

- Teaching staff
- Teaching centre management
- Sales and Customer Management team
- Other Singapore British Council teams
- Regional Child Protection Manager
- Other regional and global Child Protection colleagues

#### External

- Students
- Parents/Guardians
- Existing and potential clients

### Role Requirements:

Threshold requirements:		Assessment stage
<b>Passport requirements/ Right to work in country</b>	UK nationals need to apply for DBS check (formerly known as CRB). Nationals of other countries need to provide an equivalent enhanced disclosure from that country. In addition, all new staff should acquire a police check from their current country of residence. All the above need to be applied for prior post. Employment pass and approval from Ministry of Education is also required and to obtain this an undergraduate degree is required.	Shortlisting
<b>Direct contact or managing staff working with children?</b>	Yes If offered the role, British Council will ask you to go through pre-appointment screening appropriate for the role you apply for. This will require you to provide documents and information up to 10 years relating to: <ul style="list-style-type: none"> <li>▪ Prohibited Transactions</li> <li>▪ Enhanced Criminal Record Check</li> <li>▪ References</li> </ul>	Interview

	<ul style="list-style-type: none"> <li>Professional Qualifications</li> <li>Education</li> </ul>	
<b>Notes</b>	<p>Pre-employment medical check-up and reference checks will be carried out prior to successful appointment to the post.</p> <p>Most teaching takes place on the weekends and in the afternoons and evenings, so the post holder will be expected to usually work Saturdays and Sundays and some weekday evenings until 22.00.</p>	
<b>Person Specification:</b>		<b>Assessment stage</b>
<b>Qualifications</b>		
<b>Minimum / essential</b>	<b>Desirable</b>	<b>Assessment Stage</b>
<p>Cambridge DELTA/Trinity DipTESOL (global minimum standard)</p> <p>University degree</p> <p>High proficiency in English i.e. full mastery of English across all 4 skills equivalent to user (CEFR C2) IELTS Band 8/9 in each of the 4 sections of the academic module</p>	<p>Masters in ELT or related field</p> <p>CELTYL or TYLEC</p> <p>PGCE/B.Ed in Primary or relevant Secondary subject</p> <p>Cert or Dip. In ELT/Academic Management</p>	Shortlisting and Interview
<b>Role Specific Knowledge &amp; Experience</b>		
<b>Minimum / essential</b>	<b>Desirable</b>	<b>Assessment Stage</b>
<p>4 years post-certificate i.e. CELTA/Trinity cert TESOL experience in teaching:</p> <p><b>Note</b> a minimum of 800+ hours should be gained from teaching <b>one or more</b> of the following age groups:</p> <ul style="list-style-type: none"> <li>Very Young learners aged 3 to 5</li> <li>Young learners aged 6 to 11</li> <li>Young learners aged 11 to 18</li> <li>Adults general English 18+</li> <li>Business English</li> <li>Exam Preparation classes</li> </ul>	<p>Knowledge or experience in Child Protection Policy Implementation</p> <p>Recognised Child Protection qualifications</p> <p>Line management experience</p>	Shortlisting & Interview
<b>Core Skills</b>		<b>Assessment Stage</b>
<p><b>Communicating and Influencing (Level 3)</b></p> <ul style="list-style-type: none"> <li>Able to use a range of non-standard and creative approaches to inform, and persuade others, extending beyond logical argument to influence decisions and actions in a way which is inclusive and engaging.</li> </ul>		Shortlisting and Interview

<p><b>Managing People (Level 1)</b></p> <ul style="list-style-type: none"> <li>Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes.</li> </ul> <p><b>Planning and organising (Level 2)</b></p> <ul style="list-style-type: none"> <li>Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</li> </ul>	
<b>Role Specific Skills</b>	<b>Assessment Stage</b>
<p><b>Academic Management</b></p> <ul style="list-style-type: none"> <li>Proven ability to undertake teacher observations, teacher training, line management and professional development of teachers.</li> </ul> <p><b>Working with children</b></p> <ul style="list-style-type: none"> <li>Ability to work in a way that promotes the safety and well-being of under 18 year old students.</li> <li>Effective communication and engagement with under 18 students and their families.</li> </ul>	Shortlisting and Interview
<b>British Council Behaviours</b>	<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>Working Together (more demanding)</li> <li>Making it happen (more demanding)</li> <li>Creating shared purpose (essential)</li> <li>Connecting with others (essential)</li> </ul> <p><i>Please note: the other behaviours below will not be assessed at interview. However, <u>all</u> behaviours will be used for performance management purposes.</i></p> <ul style="list-style-type: none"> <li>Being accountable (essential)</li> <li>Shaping the future (essential)</li> </ul>	Interview
	Performance management
<b>Prepared by:</b>	<b>Date:</b>
Gemma Church, Head of Young Learners	2 <sup>nd</sup> September 2019

### Information about the vacancy

Job Title	Child Protection Coordinator	Job Code	SNG-T-2092
Location	Singapore	Job Type	Coordinator
Applications Close	15 <sup>th</sup> September 2019 (23:59 UK time)	Start Date	ASAP
Number of Posts	1		

### Role Information

Contract Length	Renewable Period	Contract Type	No of Staff Managed	Contract Hours	Contact Teaching Hours
2 years	2 years	Full time - Network	Up to 6	37.5	12 hours per week

### Job Overview

This is an exciting opportunity for an experienced ELT professional to join the Teaching Centre Management Team at the British Council Singapore.

Our goal is to achieve high quality teaching and learning through our network of Teaching Centres across Singapore. In doing so, one of the main challenges will be maintaining high levels of teaching quality and delivering a high-quality experience at every stage of the customer journey.

As the Child Protection Coordinator, you will be responsible for leading the Child Protection National Working Group to complete the annual Child Protection Self Audit and Action Plan whilst also providing day to day Child Protection advice, support and training for staff and customers across the island and guiding a team of Child Protection Focal Points in the teaching teams.

You will also be expected to provide operational and academic support to Teaching Centre Academic Managers, Deputy Academic Managers and Product Heads across the island.

This post requires excellent communication skills, emotional intelligence and organizational skills.

Enquiries about the post should be sent to the attention of the [East Asia Teacher Recruitment team](#) based in Singapore.

**Internal candidates only:** please remember to include the full version of your most recent (2018/19) end-of-year-record of performance and also confirm when the system prompts you to, that you have discussed the application with **both** your line and centre manager.

**Interviews are likely to be held a week or two from ad closing date**

*British Council is committed to a policy of equal opportunity. British Council is committed to safeguarding and promoting the welfare of children and young people and expects all of its partners to share this commitment. In line with the British Council's Child Protection policy, any appointment is contingent on thorough checks. In the UK, and in other countries where appropriate systems exist, these include criminal records checks.*

*The British Council is committed to a policy of equal opportunity and is keen to reflect diversity at every level within the organisation. We welcome applications from all sections of the community. We guarantee an interview to disabled candidates who meet the essential criteria.*

## Local restrictions on employment

All staff members have to be registered with the Ministry of Education. To do this, the British Council needs the educational certificates and degree transcripts of the teacher/trainer concerned. You would need to request the universities or colleges for confirmation as required by local Singapore regulations. An undergraduate degree (Bachelor's) is essential.

An employment pass is issued by Immigration once the Ministry of Education has registered the staff member. The whole process takes about 6-8 weeks but the staff member concerned will be issued with a temporary visa until the process is complete. Staff members usually enter Singapore on a 3-month Visitor's Pass which they will receive on arrival.

## Centre information

British Council Singapore has four centres (Napier Road, Tampines, Marsiling and Toa Payoh) and in addition, 1-1 courses and study camps are run by the Contracts Team across the island.

The [Tampines Centre](#) is located in the east of the island in the first carbon-neutral building in Singapore. It has 9 classrooms and offers courses for preschool, primary and secondary school children. It also houses the first full-time pre-school in the region. It is a busy centre located in the bustling eastern suburb of Tampines.

The [Napier Road Centre](#) occupies its own custom built building next to the British High Commission, just outside the main tourist belt in a salubrious residential area. Here we run adult general and business English courses and courses for secondary, primary and preschool school children. The Teacher Development Centre and Contracts team is also based here.

The [Marsiling Centre](#), an 8 classroom centre, opened in June 2003, accommodates courses for preschool, primary and secondary school children. Located in the heartlands of Singapore, the centre has a strong community atmosphere. The centre is on the 3rd and 4th floor of a community centre in Marsiling, located in the north of the island.

The [Toa Payoh Centre](#) is a 15-classroom centre that opened in August 2009. The centre accommodates courses for preschool, primary and secondary school children, adult General and Business English courses. The Professional Development Centre (PDC), which runs business communications skills and management training courses, is also based here. The centre is on the 9th floor of the HDB Hub, an office and shopping complex, located in the centre of the island. The Toa Payoh area is high density and serviced by excellent transport links, with a bus interchange and MRT station within the complex itself.

We also run contracts offsite throughout Singapore for both companies and MOE schools on a regular basis.

Please refer to our web site at [www.britishcouncil.org.sg/english](http://www.britishcouncil.org.sg/english) for a full range of courses and information about the centres.

## Salary

Salary is on a 10-point scale ranges from S\$5,359 gross per month to S\$7,537 gross per month

The starting point on the scale is according to qualifications and experience. This applies to non-permanent residents and non-Singaporean citizens. For permanent residents and Singapore citizens, salary is inclusive of employer's CPF contribution. The starting point on the scale is according to qualifications and experience. A pension contribution has already been factored into salary.

S\$1.75 = 1 pound @ August 2019

## Income taxes and national insurances

### Income tax

Income tax is between 2-22% depending on total actual income. It is paid one year in arrears and staff members are responsible for submitting the necessary tax forms and arranging payment. Payment is usually demanded as one lump sum but instalments can be arranged as long as you do this before you receive your assessment.

### National insurance

Applicants who have been resident and working in the UK immediately prior to going abroad for employment, are liable for UK National Insurance Class 1 contributions for one year, and the British Council will pay the employer's contributions.

## Fares and travel

Economy class flight for member of staff, accompanying partner and children from previous post or London paid by British Council Singapore. Economy class returns to London for the member of staff, accompanying partner and children at successful completion of a two-year contract if this contract is extended by mutual agreement for a minimum of a further 12-month period.

This benefit will be payable only if member of staff is not already resident in Singapore at the beginning of contract.

## Baggage allowance

Accountable allowance of £1,200 for single staff; £2,000 for staff with accompanying partner and/or children per transfer paid by British Council Singapore.

This benefit will be payable only if member of staff is not already resident in Singapore at the beginning of contract.

## Annual leave allowance

Annual paid leave is 35 days.

## Medical allowance

Contract staff and their non-working dependents are covered by the British Council Allianz medical plan. The plan covers medical and hospital treatment, repatriation costs and other items. Optical and dental treatment is NOT included in the policy. The full terms and conditions will be provided upon enrolment.

### Settling-in allowance

Up to 2 weeks' hotel accommodation and subsistence plus 2 weeks' settling in allowance (for single teachers) or 3 weeks' settling in allowance (for teachers accompanied by dependents).

This benefit will be payable only if member of staff is not already resident in Singapore at the beginning of contract.

On first appointment a network teacher is entitled to an advance of up to three months' salary recoverable in twelve equal monthly instalments.

### Accommodation allowance

N/A

### Other allowances

N/A

### Additional information

There is no financial support provided for schooling.

Enquiries about the post should be directed to the [East Asia Teacher Recruitment team](#)

Information on the Centre's current courses can be found at [www.britishcouncil.org.sg](http://www.britishcouncil.org.sg)

This position is exempt from the Rehabilitation of Offenders Act 1974 and therefore all convictions, cautions and bind-overs, including those regarded as 'spent', must be declared.

Gemma Church, Head of Young Learners

2<sup>nd</sup> September 2019