

Job Title	Teaching Centre Support Coordinator		
Directorate or Region	EU	Department/Country	Teaching Centre Romania
Location of post	Bucharest, Romania	Pay Band	H
Reports to	Teaching Centre Services Coordinator	Duration of job	1 year

Purpose of job: To coordinate the teaching assistant programme of the Teaching Centre in an efficient and effective way and ensuring the Centre is (and is perceived to be) high quality, customer oriented and integrated with the Bucharest office as a whole. To provide administrative support for the Teaching Centre customers.

Context and environment

The British Council is the United Kingdom’s international organisation for educational opportunities and cultural relations. We have been operating in Romania since 1938 and are present in three locations: Bucharest, Cluj-Napoca, and Iasi. We build engagement and trust for the UK through the exchange of knowledge and ideas between people worldwide.

The Romanian office is part of the British Council’s EU region. We continue to be active across the spectrum of project and partner activities in Arts, Education, and English, with a limited Society portfolio. We see English, via global products, new technologies and teacher training, as the area where we can achieve most impact and most closely meet local needs. The following are particularly important in the way we work:

- a) we integrate all aspects of our work regardless of how they are funded;
- b) we are entrepreneurial in seeking and exploiting new opportunities;
- c) we focus on delivering excellence to the customer in order to achieve maximum impact;
- d) we work with and through partners to ensure that our work is relevant and to increase impact and sustainability;
- e) we are forward-thinking in our use of new technologies to communicate with our audiences;
- f) we are clear and confident about our offer to partners and customers: access to UK excellence; our reputation as a trusted partner and provider; our ability to work across sectors; our access to international networks;
- g) we put our values – people, creativity, mutuality, professionalism, integrity – at the heart of our work. We are committed to equal opportunity and to celebration and promotion of diversity and inclusion.

The Teaching Centre in Bucharest continues to expand rapidly and is now one of the largest centers in the EU. 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 strands

This post is accountable to the Teaching Centre Services Coordinator and is part of a team of 5 people managed by the Teaching Operation Manager .

Accountabilities, responsibilities and main duties:

1	Ensuring the day to day management of the Teaching Assistants programme, and maintain the electronic and paper records up to date.
---	--

2	Lead on the recruitment and the induction of the Teaching Assistants.
3	Design the Teaching Assistants schedule, and ensure all primary classes are covered.
4	Monitor and review Teaching Assistants' performance.
5	Liaise with Teaching Assistants, ST EY&P and teachers in order to ensure the smooth running of the internship programme.
7	Deal with the financial aspects of the TA programme (keeping track of hours worked and order the payments).
8	Daily administrative support for Teaching Centre customers.
9	Ensure confidentiality and safety of documents and transactions
10	Complete related administrative tasks to specified standards and provide excellent customer service.
11	<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 • Health and Safety

Key relationships

Internal

- Staff collaborators (Teaching assistants & Freelance teachers)
- Teachers
- Teaching centre administration team
- Teaching centre management team
- Customer services staff

External

- Learners
- Parents
- Partners (i.e. suppliers)

Other important features or requirements of the job

The working hours will be Monday to Friday, 9.00 to 17.00 and one Saturday per month. During busy periods, weekend work and extended hours (TOIL) necessary.

Please specify any passport/visa

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

and/or nationality requirement.	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 (more demanding) <i>Delivering clear results for the British Council</i> Working together (more demanding) <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> Analysing data and problems <i>Level 2 – Uses data</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	October 2018
---------------------	------------	-------------	--------------