

ROLE PROFILE LITERATURE COORDINATOR

2017

This role supports all aspects of the work of the Literature team and is the first point of contact for internal and external enquiries from writers, publishers, and other literature sector professionals. Main responsibilities include providing support for British Council literature projects in the UK and overseas, including organising travel and visas, preparing guest lists and making arrangements for internal and external events; processing contracts; creating and processing purchase orders and invoices. Other responsibilities include managing the contacts database and other aspects of record keeping and evaluation; and diary management for senior members of the Literature team. The role also involves liaising with other art form teams and operational teams (including Corporate Finance, Post room, Global Estates, Clarity travel agency, CIBT visas) and assisting with Literature team communications including social media and website.

Role Information

Role	Pay Band	Location	Duration	Reports to:
Literature Coordinator	British Council Pay Band 6	London	2 years FTC	Director Literature

Role purpose

To provide administrative support, project assistance and professional sector liaison, making efficient use of processes and systems to ensure the smooth running and satisfactory delivery of the **Literature team's** work.

Strategic Business Unit overview:

The **British Council** was founded to create 'a friendly knowledge and understanding' between the people of the UK and wider world by making a positive contribution to the countries we work with, and in doing so making a lasting difference to the UK's international standing, prosperity and security. The programmes we use to do this are wide-ranging and cover the arts, education, English, science and society.

The **Arts Group** works with the British Council's global network of offices to achieve significant impact and change by finding new ways of connecting and seeing each other through the arts. Our aim is to see stronger creative sectors across the world that are better connected with the UK. We believe arts and culture are vital to prosperous, secure societies, and that offering international cultural connections and experiences strengthens their resilience. We are uniquely able to make a difference thanks to our extensive and diverse networks in the UK and internationally, enabling us to respond to the individual context of each place we work in. Our arts programme aspires to transform lives, building on the UK's cultural and artistic strength and diversity. The global Arts team consists of seven specialist art form teams and three cross-disciplinary teams (Creative Economy, Cultural Skills and Culture and Development) based in our London headquarters who work closely with Arts Managers based at British Council offices in the devolved UK countries (Wales, Scotland and Northern Ireland) and overseas regions (Europe, Wider Europe, Sub-Saharan Africa, the Middle East and North Africa, South Asia, East Asia and the Americas).

In the **Literature team** we use our connections and understanding of the UK contemporary literature sector to advise and support our international colleagues on working with literature within cultural relations programmes and provide a link to the UK. Together we develop projects to encourage showcasing, collaboration and professional exchange. We work in partnership with writers and other literature professionals to build relationships between the reading, writing and publishing communities in the UK and around the world.

Main opportunities/challenges for this role:

- Successfully prioritise workload in order to balance the competing demands of a busy split-site team,
- Working effectively with a range of administrative systems to write contracts, manage travel bookings and other project-related logistics to ensure the smooth running of cultural relations programmes.
- Maintaining detailed up-to-date records of contacts and activity to support literature programming and evaluation.
- Represent the Literature team at professional events across the UK and feed back to the team to support the development of programmes and partnerships.

Programme and team administrative support

- Implements an agreed set of project or programme activities (including, research, planning, partner liaison and logistics) to ensure these are delivered to time, budget and quality.
- Makes domestic and international travel arrangements for external contacts including flights, visas, accommodation and supports internal team travel requirements as requested.
- Operates effective, British Council compliant controls, risk management and monitoring and evaluation processes to track progress and alert colleagues and partners to issues as they arise.
- Under direction, uses agreed Arts and/or British Council templates to produce appropriate communications materials (across a variety of media), to help raise internal and external awareness of specific projects and programmes within designated area of the Arts portfolio (e.g. preparing contracts, sourcing images, copy editing and proof reading text for publication).
- Assists with social media, communications and web site maintenance.
- Provides general administrative and logistical support to the to ensure the smooth and efficient delivery of Literature Team activities e.g. organising meetings, preparing itineraries, ordering stationery and diary management for senior colleagues when required.

Customer/market focus

- Takes responsibility for responding knowledgeably and professionally to enquiries about the British Council's literature work within the Arts sector to ensure a high quality customer experience and maintain the team's reputation internally and externally.

Sector/subject expertise

- Proactively maintains a sound working knowledge of major developments, issues and stakeholders within the literature sector to build professional credibility, confidence and market insight.

Relationship & stakeholder management

- Develops good working relationships with appropriate colleagues throughout the British Council and in the literature sector to facilitate effective development and delivery of UK and international projects and the British Council's Arts agenda.
- Artist liaison. Builds relationships based on trust and confidence with artists and other stakeholders at all levels in a short time frame to ensure positive and effective engagement in programmes.
- As required, represents the British Council at external events to ensure appropriate support is given to partners and other stakeholders.

Financial and contract management support

- Administers British Council financial processes and procedures to enable effective budget and resource management for the team, e.g. finance and business system, procurement processes including preparation and issuing contracts, and production of regular financial reports.
- Actively seeks to ensure value for money on behalf of the British Council for example when booking venues, travel and arranging services.

Leadership & management

- Plans and prioritises own work activities, which may span across a range of different projects and programmes responding to changing and at times competing requirements to ensure effective delivery of responsibilities over a monthly time horizon.
- Tasks and coordinates others (e.g. internal colleagues, external partners, writers, freelance advisers etc) to complete activities in accordance with agreed project or programme milestones or requirements.
- Contributes to Arts Equality, Diversity and Inclusion agenda

Role Requirements:		
Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	EU passport/existing right to work in the UK	Shortlisting
Person Specification:		Assessment stage
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ----- 		
Job Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Experience of office administration for example organising travel, finance, mailbox, events and diary management. Knowledge of and interest in UK Literature sector and a wide range of contemporary UK writing 	<ul style="list-style-type: none"> Some professional experience within the UK Literature sector. Experience of organising travel and visas. Experience of using a system to process purchase orders and invoices. 	Shortlisting
British Council Core Skills		Assessment Stage
Communicating and Influencing – Level 2 Displays good written and verbal skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences		Shortlisting AND Interview
Planning and Organizing – level 2 Able to organise own work over weeks and months, or to plan ahead for a team, taking account of priorities and the impact on others		Shortlisting AND Interview
Using Technology – Level 2 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.		Shortlisting AND Interview
Account & Partnership Management - Level 2 Experience of communicating regularly with stakeholders, customers and/or partners to build mutual understanding and trust		Shortlisting AND Interview

British Council Behaviours	Assessment Stage
Connecting with others (MORE DEMANDING): Actively appreciating the needs and concerns of myself and others	<i>Interview</i>
Being Accountable (MORE DEMANDING): Putting the needs of the team or British Council ahead of my own	<i>Interview</i>
Making it happen (MORE DEMANDING): Challenging myself and others to deliver and measure better results	<i>Interview</i>
Creating shared purpose (ESSENTIAL): Communicating an engaging picture of how we can work together	<i>Performance Management only</i>
Working together (MORE DEMANDING): Ensuring that others benefit as well as me	<i>Performance Management only</i>
Shaping the future (ESSENTIAL): Looking for ways in which we can do things better	<i>Performance Management only</i>