

Role Title

Recruitment Support Specialist - East Asia

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
HR	5/H	China, Guangzhou	6-month FTC	Recruitment Manager

Role purpose

To support the recruitment team to deliver a professional recruitment service across East Asia (EA).

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. Last year we reached 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.

Geopolitical/SBU/Function overview:

East Asia, with a population of around two billion people, is one of the most diverse and dynamic parts of the world, and is characterized by continuing economic growth. There is a strong demand for recognised education and English language skills, and an interest in many countries in exploring how creative, open and transparent societies can lead to greater prosperity.

We have operations in high-growth developing economies of China, Indonesia, Vietnam, Thailand, Malaysia, Philippines and Burma, and the major developed economies of Japan, South Korea, Hong Kong, Singapore, Taiwan, Australia and New Zealand. Our annual turnover across these 14 markets is more than £321 million and our employee population is approximately 2600. We have 18 country offices, each headed up by a Country Director, and supported by shared functions for human resources, finance and marketing which support all businesses.

In this dynamically diversifying region and in the context of a changing Government funding environment, our challenge is to maintain and develop the UK's cultural, educational relationships and influence. Central to this is our commitment to supporting

links between East Asia and the UK, and the development of strong bilateral relationships for the UK with countries in East Asia. We do this by connecting people at Government, institutional, community and individual level.

We are funded through a mix of Government grant and earned income, which enables us to scale our impact and best serve our UK stakeholders and those we engage with. Our business model is to lead surplus generating business in English and our multi-million-dollar Exams business, and growing self-sustaining and partnership-driven programmes in Education, Society and Arts fields. We are increasingly focused on generating maximum impact with our audiences with minimum draw on UK government funds. The balance of programmes, products and services that we offer, and the scale of businesses that we operate in each country, varies in response to the specific markets of this diverse region. Increasingly, we are working across countries and business fields, to maximise impact and the return on investment.

Main opportunities/challenges for this role:

This role will form part of the EA Recruitment Team and reports to the Recruitment Manager.

The team works closely together, sharing information and campaign/project updates and ensuring a seamless, value adding service to the business. The team will work in accordance with the UK Centre of Expertise to ensure consistency and best practice is achieved.

Main Accountabilities:

- Responsible for building candidate relationships and taking action to ensure these are appropriate and positive. Manage effective communications with potential candidates in talent pools in a timely and appropriate manner
- Deploy suitable, appointable talent to appropriate talent pool and maintain communications appropriately
- Ensure smooth support for colleagues in the recruitment team in the delivery of end to end recruitment activities.
- Communicate clearly with all stakeholders, including local HR, hiring managers and candidates throughout the recruitment process.
- Advise relevant stakeholders on British Council policies and processes
- Manage on-line recruitment platforms, systems and communication tools.
- Assist in posting job advertisements, long-listing, short-listing and scheduling interviews
- Manage appropriate reporting and dashboard activities
- Prepare offer paperwork and ensure appropriate pre-employment screening requirements are completed where needed
- Manage candidate turndown and feedback appropriately
- Communicate clearly with local HR teams to ensure a smooth offer and onboarding experience for candidates.
- Assist with project activities delivered from within (sometimes virtual) teams and with differing agenda's, timelines and objectives

Key Relationships:

Internal

- Hiring managers across East Asia region
- Colleagues across recruitment and HR (London and East Asia)

External

- Related third party resourcing partners
- Candidates and speculative enquirers

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	You must have the right to live and work in the country in which the role is based.	Shortlisting
Direct contact or managing staff working with children?	No	N/a
Notes	Candidate may occasionally be required to work some weekends and/or evenings.	
Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ English at Proficiency Level (B2 Aptis, IELTS 6.5 or equivalent) 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Experience of supporting a team in a recruitment environment ▪ Experience of delivering in a project environment 	<ul style="list-style-type: none"> ▪ Knowledge and experience of recruitment and selection methods and approaches ▪ Experience of recruitment on a large scale ▪ Knowledge of recruitment market in areas relevant to the British Council in the EA - specifically suppliers and labour markets. 	Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> ▪ Strong communication skills ▪ Comfortable engaging with candidates and colleagues at all levels ▪ Good attention to detail, ensuring accuracy in information and reporting, clear messaging and consistent standard ▪ Strong self-management – prioritisation and delivery of objectives against varying deadlines and activities 		Interview
British Council Core Skills		Assessment Stage

Communicating and influencing (Level 2) Planning and organizing(Level 2) Analysing data and problems(Level 2) Using technology(Level 2)	Shortlisting AND Interview
British Council Behaviours	Assessment Stage
Connecting with others (more demanding) Working together (more demanding) Making it happen (more demanding) Being accountable (essential)	Interview
Prepared by:	Date:
Head of Recruitment Operations, East Asia	October 2019