

## Role Title

**Business Support Manager – Cameroon**

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
<b>Business Support</b>	<b>Locally Appointed Grade G/6</b>	<b>Yaounde; Cameroon</b>	<b>Indefinite</b>	<b>Country Lead</b>

## Role purpose

The post holder is responsible for leading the Business Support team and providing efficient and effective administrative support to all staff. Main areas of responsibility include facilities management, IT, procurement, customer services, health and safety and security. The post holder will also provide in-country support on finance, risk and compliance and HR, working with business leads based in other countries in the region. The Business Support team is made up of an IT consultant and the office support staff.

## 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.

## Context and Environment:

British Council Cameroon administers over 7,000 examinations on behalf of the UK's English, professional and academic partners and the number is increasing every year. The role will contribute to the achievement of British Council objectives through effective and efficient delivery of an integrated, high quality Examinations administration and customer service excellence plan, in order to enhance the UK's reputation as a provider of internationally recognised qualifications. The role is part of the Cameroon Exams team. The post reports to Country Lead, Cameroon

## Main Accountabilities:

### Facilities management

- Oversee any premises upgrade projects and routine maintenance work with a view to ensuring that our premises are fit-for-purpose and contractors deliver to the required standard.
- Oversee the work of 3<sup>rd</sup> party contractors, in particular our security, ensuring that quality

standards are met.

- Maintain accurate records of British Council assets and property, ensuring that inventories for business and office premises are up-to-date.
- Oversee the replacement and disposal of fixed assets/property in line with corporate standards.
- Complete returns related to assets as required by Global and regional colleagues.
- Oversee the work of the IT consultant, ensuring that IT needs of the office are met.
- Manage office storage spaces, ensuring that storage areas are well-organised and materials clearly labelled.

### **Procurement and contract management**

- Ensure compliance with corporate procurement policies and standards and the code of conduct.
- Ensure that a procurement policy is in place and that staff are aware of policy guidelines.
- Lead on sourcing of new suppliers, ensuring that tendering, negotiating and awarding of contracts is managed in accordance with corporate standards.
- Manage supplier and stakeholder relationships, holding suppliers to account and ensuring that services are delivered to the required standard.
- Maintain, and update as required, local support and liaison in preparing an Approved Supplier List (ASL) and a Preferred Supplier List (PSL) for the office.
- Take responsibility for the office Departmental Purchasing Card (DPC), ensuring that all DPC purchases are in line with corporate policy.
- Manage customs clearance where necessary.
- Oversee preparation of contracts and accounts documents, supporting CEM in checking and approving documents

### **Customer Service**

- To develop systems to improve customer service across the Cameroon operation by leading the teams in embedding the Customer Management Framework and other customer relationship management processes across the Cameroon operation.
- To ensure that customer feedback is regularly gathered, analysed and acted upon by all exams product managers. Corporate targets for customer service are met.

### **Finance**

- Manage cash handling, cash journals, petty cash, and preparation of cash flow
- Provide support to Finance team to manage transfer of funds between bank accounts.
- Provide support as required for income recs
- Prepare and submit statutory calculations for processing and payments

### **Risk and compliance**

- Coordinate audit preparations for the office, ensuring that audit recommendations are implemented according to the agreed schedule.
- Ensure staff complete conflict of interest forms in line with corporate requirements.
- Attend quarterly ERMF meetings and any other corporate risk returns.
- Provide support as required to the various Leads
- Compliance with Information Management requirements

## Health & safety

- Complete health and safety risk assessments as required.
- Support on business continuity and ensure that all members of the team have accurate and up-to-date copies of the business continuity plan. Test the telephone tree on a regular basis and organise a test exercise at least once a year.
- Set in place an annual schedule for fire drills and ensure that these take place as planned.
- Ensure that all staff have access ID cards and that the access control system is fully functional.
- Organise regular First Aid training sessions for staff.
- Compliance with all EDI, Child protection and adults at risk requirements

## HR

- Support in Prepare monthly payroll, ensuring any returns required by the authorities in Cameroon are completed on time. Ensure salary payments are in bank accounts by the 25<sup>th</sup> of each month.
- Oversee arrival and departure arrangements for international staff, providing support as required on logistics, accommodation and residency documents/visas.
- Provide on-boarding support to line managers, ensuring that all new staff receives a thorough induction and that a completed induction record is on file for all new staff.
- Provide HR data and information on staff in Cameroon as required by the cluster HR Manager.

## General

- Take on the role of Environmental Tool Coordinator for the office, sharing best practice and completing returns as required.
- Ensure that the Business Support team provides appropriate support on logistics for events hosted on British Council premises.

## Leadership and management

- Line manage the business support team according to corporate standards
- As a member of the Management Team, contribute to strategic and operational business planning discussions.
- Deputise in BHC relationship management duties for Cameroon Lead as requested

## Key Relationships:

### *Internal*

- Country Lead, Country Director and other members of the Management Team in Cameroon
- Procurement Team in Ghana
- Finance Team in Ghana
- Risk and Compliance Manager
- Accountant (Cameroon/Ghana)
- HR Cluster Lead for West Africa

### *External*

- British High Commission
- Bank officials
- Customs officials
- Security, cleaning and catering suppliers
- Other preferred and approved suppliers

<b>Role Requirements:</b>		
<b>Threshold requirements:</b>		<b>Assessment stage</b>
<b>Passport requirements/ Right to work in country</b>	<i>Must have existing rights to live and work in Cameroon</i>  <i>Police check required</i>	Shortlisting
<b>Notes</b>		
<b>Person Specification:</b>		<b>Assessment stage</b>
<b>Qualifications</b>		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>Qualified to degree level, or equivalent by experience</li> <li>A good level of spoken and written English (at least B2 level)</li> </ul>	Degree in business related subject	Shortlisting
<b>Role Specific Knowledge &amp; Experience</b>		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>Proven understanding and experience of administration.</li> <li>Experience of an ERP system.</li> <li>Proven experience of working in the non-governmental or not-for-profit sectors</li> <li>Contract Management</li> <li>Minimum of 3 years' experience in a similar role.</li> <li>Experience in working with a diverse team</li> </ul>	Experience of working in a matrix management structure  Managing contractors and service providers.	Shortlisting
<b>British Council Core Skills</b>		<b>Assessment Stage</b>
<p><b>Communicating and influencing (Level 2):</b> Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p> <p><b>Managing Projects (Level 2):</b> Examines project data and performance, reporting on progress and recommending corrective action as needed.</p> <p><b>Managing finance and resource (Level 2):</b> Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.</p> <p><b>Managing Risks (Level 1):</b> Demonstrates understanding of risk management policies and procedures and record of following them.</p>		<i>Shortlisting AND Interview</i>
<b>British Council Behaviours</b>		<b>Assessment Stage</b>
<p><b>Working together (More demanding):</b> Ensuring that others benefit as well as me.</p> <p><b>Creating shared purpose (More demanding):</b> Creating energy and clarity so that people want to work purposefully together</p>		<i>Interview</i>

**Making it happen (More demanding):** Challenging myself and others to deliver and measure better results.

**Being accountable (More demanding):** Putting the needs of the team or the British Council ahead of my own.

**Connecting with others (Essential):** Making regular opportunities to understand others better.

**Shaping the Future (Essential):** Looking at ways in which we can do things better.

*Not used for recruitment purposes but for performance management*

**Prepared by:** Caroline Ndifor, Country LEAD

**Date:** 09/01/2020