

Role Title

Deputy Academic Manager (Coordinator), Systems and Support (Marsiling)

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Coordinator	Teacher	Singapore	24 months	Academic Manager, Systems and Support, Marsiling

Role purpose

To promote and ensure quality teaching and effective learning of English.
To support the wider aims of British Council and its cultural relations mission.

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.

Overview:

The British Council, Singapore has four centres (Napier Road, Tampines, Marsiling and Toa Payoh). This Deputy Academic Manager post is based in the Marsiling centre but the post holder should expect to work across all 4 centres when required, play a full role as a member of the Singapore Teaching Centre Management Team and participate in operational and academic management initiatives. All centres have full schedules on Saturdays and Sundays. The post holder is expected to work on these days and act as duty manager until 2200 up to twice a week.

The Marsiling centre offers a range of Young Learner and Adult courses. The Deputy Academic Manager supports the Marsiling Academic Manager in leading a team of teachers, and teaching assistants. The Deputy Academic Manager should expect to line manage up to a maximum of 6 personnel including teachers and support staff and oversee teaching assistant utilisation in the centre.

Please refer to our web site at 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:

- ❖ Teaching is delivered to the highest standards of ELT
- ❖ The British Council's reputation is enhanced as a world authority in ELT
- ❖ Continuing professional development and sharing of best practice is conducted

Responsibilities & main duties:

1) Academic Management

- Liaise with customers and teaching staff to ensure high levels of customer care
- Organise and monitor use of resources and ensure use is in line with British Council Teaching Quality Standards
- Support the Academic Manager (AM), Branch Manager (BM) and Operations Manager to allocate teachers for classes.
- Be first point of contact for students/parents in relation to academic issues
- Work with student administration systems/software to manage class fill, student movement and record keeping
- Work with the Marketing and Communications team and the Sales and Customer Management team to achieve targets for registration and re-registration
- Provide support and participate in promotional events
- Maintain product quality by ensuring that teachers provide handover notes, mark work regularly, write student reports and keep accurate records of student grades and attendance
- Work with Sales and Customer Management (SCM) team to ensure teachers send welcome emails and that change of teacher notifications, public holiday notifications and other important information are sent to customers
- Work with Branch Managers/Operations Manager to ensure the timetabling of teachers to enable the delivery of parent-teacher consultations twice a year
- Support the Singapore centres through other training and liaising with colleagues in other product areas to ensure support for related projects in these areas
- Assist in materials preparation, staffing and providing customer service related to holiday programmes.
- Liaise with product teams to support extra-curricular initiatives within the centre e.g. myClubs, competitions, surveying customers etc.
- Support the AM in ensuring that teachers own and decorate noticeboards within the centre to a high standard to reflect local context and syllabus
- Support the AM in ensuring that teachers are inducted to their centre and that a line manager has been assigned
- Assist in the tracking of SEND and Child Protection cases in the Marsiling centre in conjunction with the AM, SEND and Child Protection Deputy Academic Managers.

2) Leadership and Management of Teachers and Resource Staff

- Support the island wide management team in the delivery of our training programme
- Support the AM in the leading and management of the team of teachers to teach to consistently high standards in line with the competencies and duties in their job description
- Identify and meet training and development needs including ICT and support for new teachers.
- Deliver INSETTS/training sessions
- Line manage up to 6 teachers in accordance with the British Council standards
- Conducted observations and support teachers where required
- Use feedback on staff as an opportunity to identify training and development

- opportunities. Keep the feedback log up to date
- Support the AM in overseeing the organisation, training and recruitment of teaching assistants (TAs) for the teaching centre
- Line manager resource assistants (if required)
- Support staff and manage under-performance through mentoring programmes, action plans and performance improvement plans
- Support the AM in ensuring the development and support of individuals for career progression purposes

3) Teaching/training

- a maximum of 12 hours scheduled per week (as per network teacher role profile standards)
- Flexibility to teach a wide range of products.

4) 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
 - Edutrust (local Singaporean compliance legislation for Private Education Institutes)

5) Personal professional development

- Maintain an up-to-date outlook on profession to positively influence career development and the image of British Council.
- Demonstrate a commitment to CPD (continued professional development) by undertaking training and further academic qualifications, in areas of professional interest.
- Meet corporate performance portfolio deadlines.

Key Relationships:

Internal

- Teaching Staff
- Academic Managers and Deputy Academic Mangers
- Business Managers
- Senior Management Team
- Senior Teachers & Coordinators
- Premises (and IT) Team
- HR team
- Finance Team

External

- Students
- Parents/Guardians
- Existing and potential clients

Role Requirements:

Threshold requirements:

Passport requirements/ Right to work in country

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

Assessment stage

Shortlisting

	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.	
Direct contact or managing staff working with children?	Yes	N/A
Notes	<p>Pre-employment medical check-up and reference checks will be carried out prior to successful appointment to the post.</p> <p>UK nationals need to apply for a UK DBS (Disclosure and Barring Service) check.</p> <p>Local police check is required from non-UK nationals.</p> <p>In addition, all new teaching staff should acquire a police check from their current country of residence.</p> <p>All the above must be cleared prior to post.</p> <p>Other important features or requirements of the job (E.g. travel, unsocial/evening hours, restrictions on employment etc.)</p> <p>Most teaching takes place in afternoons and evenings, so the post holder will be expected to work some evenings until 22.00.</p> <p>The post holder will work a 5-day week on a shift system. Evening and weekend working is part of the job. It may be necessary on occasions to cover for colleagues at other centers.</p>	
Person Specification:		Assessment stage
Qualifications		
Minimum / essential	Desirable	Assessment Stage
<p>Recognized diploma in ELF i.e. Cambridge DELTA/ Trinity DipTesol equivalent or PGCE/B.Ed with QTS</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>Undergraduate/University degree</p>	<ul style="list-style-type: none"> ▪ Masters in ELT or related field ▪ CELTYL or TYLEC ▪ PGCE/B.Ed in Primary or relevant Secondary subject 	Shortlisting

Role Specific Knowledge & Experience		
Minimum / essential	Desirable	Assessment Stage
<p>4 years post-certificate i.e. CELTA/Trinity cert TESOL experience</p> <p>Line management experience</p> <ul style="list-style-type: none"> Proven ability of undertaking teacher observations, teacher training, and professional development of teachers and support staff. <p>Extensive teaching experience with a wide range of levels and ages</p> <ul style="list-style-type: none"> Young Learners (5-17) (800+hours) Adults General English 18+ (800+ hours) 	<ul style="list-style-type: none"> Proven ability to manage the efficient deployment of resources to achieve outputs for a Teaching Centre Timetabling experience Teacher Training experience e.g. TKT, CELTA, Distance DELTA tutoring 	Shortlisting & Interview
Role Specific Skills		Assessment Stage
<p>Teaching skills (all at level 2):</p> <ul style="list-style-type: none"> Classroom management Course and lesson planning Subject knowledge Understanding your learners Learning technologies 		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
<ul style="list-style-type: none"> Making it happen (more demanding) Working together (more demanding) <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"> Being accountable (essential) Connecting with others (essential) Shaping the future (essential) Creating shared purpose (essential) 		Interview
Prepared by:		Date:
Gemma Church, Head of Young Learners		20 th November 2018

Information about the vacancy

Job Title	Deputy Academic Manager (Coordinator) - Systems & Support	Job Code	SNG-T-1857
Location	Singapore, Marsiling	Job Type	Coordinator
Applications Close	23 December 2018 (23:59 UK time)	Start Date	February 2019
Number of Posts	1		

Role Information

Contract Length	Renewable Period	Contract Type	No of Staff Managed	Contract Hours	Contact Teaching Hours
2 years	1 year	Full time	6	37.5	12

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 while increasing efficiencies, requiring strong operational management.

As the Deputy Academic Manager - Systems & Support, you will be responsible for supporting the Academic Manager in the day-to-day administrative and operational support for teaching staff and students. This will also involve liaising with customers and staff to ensure high levels of customer care, You will also be expected to provide support to product heads and departments in meeting re-registration and registration targets income and impact targets. In addition you will be expected to provide support to the Head of Young Learners, Head of Academic Management - Systems & Support, and Head of Adults in the continued professional development of the centre's teachers.

As a member of the Teaching Centre Management team, you will also make a significant contribution to internal communications, increasing teacher satisfaction levels and performance management.

This post requires excellent communication skills, emotional intelligence and strong analytical thinking skills.

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

Interviews are likely to be held one week after closing date.

Internal applicants only - Please include your most recent end-of-year-record and copy in both your line and centre managers when submitting your application.

Valuing diversity is essential to the British Council's work. We aim to abide by and promote equality legislation by following both the letter and the spirit of it to try and avoid unjustified discrimination, recognising discrimination as a barrier to equality of opportunity, inclusion and human rights. All staff worldwide are required to ensure their behaviour is consistent with our policies.

The British Council is a full member of Keeping Children Safe (KCS) and has achieved level 1 child safe certification. We believe that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989 and that every child matters - everywhere in the world. In line with the British Council's Child Protection policy, any appointment is contingent on thorough checks including criminal record checks, in line with legal requirements.

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)

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 (full and part time), and courses for secondary, primary and preschool school children. The Teacher Development Centre 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 onsite and offsite throughout Singapore on a regular basis.

Please refer to our web site at 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\$7,360 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\$1.74 = 1 GBP @ November 2018

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

All British Council teachers are registered with Allianz, the designated British Council insurer, to receive medical cover for themselves and their dependents. The teacher is responsible for an annual deductible of £150 for everyone who makes a claim.

The scheme covers medical and hospital treatment, repatriation costs, personal liability and other items. Routine dental, optical, infertility and alcohol abuse treatments are 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 staff 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 (or coordinator) 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

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, Singapore

25 November 2018