

## Role Title

myClass Coordinator Korea

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Coordinator	Teacher	Korea	2 years	Academic Manager

## Role purpose

- To promote and ensure quality teaching and effective learning of English for Adults.
- To contribute to the evaluation, development and improvement of the centre's Adult learners programme and services
- To provide on-going support and development for teachers of myClass courses
- To provide support for the operational needs of the centre/s
- To provide excellent customer service to new and existing students.
- 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:

### British Council in East Asia region

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 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.

### **British Council in Korea**

The English business unit's goals are to deliver more widespread and better quality English language teaching. The opportunity to do this in Korea is based on the huge demand for English from a hard-working and aspirational audience. In order to achieve our goal, the British Council Korea launched a new product, myClass, and opened the first myClass dedicated branch in the British Council network in 2014. This was followed by the first Young Learner branch in Korea. The next phase of development took place in 2015 with the move into specialisation and the opening of one dedicated Adult Branch and two new dedicated Young Learners Branches.

Our Adult Teaching Centres run myClass courses only and we currently have more than 2800 students studying with us with more growth planned for the future. More information about myClass can be found on our [homepage](#). Our branches are open 7 days a week throughout the year and teachers work either a Tuesday-Saturday or Sunday-Thursday week and work either an early or a late shift. From Monday to Friday, the earliest class starts at 7:00am and the latest class finishes at 9:45pm with classes being offered in morning, afternoon & evening. The busiest times are weekends and evenings and we currently have very few teachers on morning shifts. At weekends, classes start at 10:00am and finish at 5:30pm. Weekends are our busiest times, so teachers do 6 hours of teaching (4 classes) on the weekend and teachers normally do another 6 hour day during the week. The remaining 12 hours is split over the remaining 3 working days. As weekends and evenings are the most popular times for our students the successful applicant for this post will need to be able to work afternoons to evenings.

The British Council Korea prides itself in providing excellent English language teaching and expects its teachers to be professional and well-organised at all times. We are therefore looking for enthusiastic teachers who able to not only deliver high quality teaching in the classroom but also fulfil all admin duties correctly and in a timely manner. The main administrative duties for teachers are keeping up-to date lesson registers, completing short feedback forms for new students, providing online assessment grades and written feedback comments on student performance and creating a digital record of language focused on in each lesson. There is a strong culture of professional development at the British Council, Korea and all teachers participate in the British Councils PMPD cycle and attend two hours of training per month as part of their administrative duties.

The majority of students at our adult centres are young professionals with high expectations of studying at the British Council. Korea as a country has a very strong customer service culture and our students have a strong focus on getting value for money and a strong sense of progress. Teachers are therefore expected to work closely with the customer service team and student advisors to ensure expectations around teaching quality and customer service are fully met. The successful applicant for this position will therefore have a strong customer service

orientation and will be open to and responsive to customer feedback.

**The successful post holder will work 4 evenings a week and one weekend day and have two consecutive days off.** The post holder will most likely teach somewhere between 12-18 hours of myClass per week.

Travel between centres may be required for meetings, cover and to support other teachers.

The main focus of the role is customer engagement and customer retention by doing 1-1 counselling slots, inductions, other customer facing activities and supporting teachers in the office through line management, training and informal mentoring.

## Main Accountabilities:

### Accountabilities

Support British Council's global English strategy by:

- delivering teaching to the highest standards of ELT
- contributing to British Council's Regional Quality in the Classroom initiatives for Adult learner product and delivery
- enhancing British Council's reputation as an expert in Adult ELT
- continuing professional development and sharing of best practices within the country, region and beyond

### Responsibilities

- Ensuring teaching meets learner needs and expectations
- Ensuring teaching meets Teaching Quality standards and organisational expectations
- Maintaining good relationships with customers and colleagues
- Supporting the teaching centre's activities and British Council plans
- Support the provision of myClass training to teaching staff through induction, INSETT, self-access materials etc.
- Take an active role in the myClass Korea Academic Management Team

### Main duties

- Plan, prepare, and deliver high quality English Language Teaching that meets the needs of different customer groups taking into account individual learning styles
- Teach up to 18 hours per week and line manage up to 4 teachers
- Monitor progress and provide regular feedback to help manage students' performance throughout the course, and actively promote learner autonomy
- Contribute to the development, evaluation, and improvement of English Language Adults courses, materials and related services, in order to meet students' needs by actively working as a member of the teaching team
- Complete teaching related administrative tasks to specified standards, and provide Duty Manager and management support/cover as required
- Provide excellent customer service through counselling, induction, motivation sessions and other customer facing activities.
- Engage actively in professional development and performance management to position at the forefront of the best English Language Teaching practices ensure quality and high standards in teaching and learning, and maintain the British Council's
- Contribute to the development of lasting, mutually beneficial relationships by enhancing students' understanding of contemporary UK
- Support local marketing and promotional strategy, and assist the Teaching Centre team in delivering excellent customer service

- Ensure safeguarding and guidelines are applied and upheld in line with standards and policy for the following areas of Child Protection, Equality, Diversity, and Inclusion, Health & Safety, and any other mandates from the British Council

### Key Relationships:

#### Internal

- Other teachers
- Teaching Centre management team
- Teaching Centre administration team
- English Services Consultancy team
- Sales and Customer Management team staff members
- Other wider BC teams (e.g. Exams, Arts, etc.)
- Wider English as a Foreign Language community

#### External

- Adult students
- Corporate clients
- Partners and publishers

### Role Requirements:

Threshold requirements:		Assessment stage
<b>Passport requirements/ Right to work in country</b>	<ul style="list-style-type: none"> <li>▪ To obtain a teaching visa, teachers' nationalities and university degrees must be from a native English speaking country defined by the government of South Korea.</li> <li>▪ Visas are not obtained for partners unless they are married.</li> <li>▪ The British Council Korea will provide full assistance throughout the visa application process.</li> </ul>	Shortlisting
<b>Direct contact or managing staff working with children?</b>	Yes	Shortlisting / Interview
<b>Notes</b>	Yes  UK nationals need to apply for a UK DBS (Disclosure and Barring Service) check. In addition all new teaching staff should acquire a police check from their current country of residence. All the above need to be applied for prior to post.	
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ 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 4 sections of the</li> </ul>		Shortlisting

academic module		
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ Undergraduate/University degree</li> <li>▪ Cambridge CELTA/Trinity cert TESOL</li> <li>▪ Recognised Diploma in EFL i.e. DELTA/Trinity Dip TESOL/ MA Tesol</li> </ul>		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ 4 years full-time post certificate i.e. CELTA/Trinity cert TESOL – with experience gained from teaching General English to Adults.</li> <li>▪ Note a minimum of 1200+ hours experience should have been gained from teaching Adult learners.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience teaching Korean learners</li> <li>▪ Line management experience</li> </ul>	Shortlisting
Role Specific Skills		<i>Assessment Stage</i>
Teaching skills (all at level 2): <ul style="list-style-type: none"> <li>▪ Classroom management</li> <li>▪ Course and lesson planning</li> <li>▪ Subject knowledge</li> <li>▪ Understanding your learners</li> <li>▪ Learning technologies</li> </ul>		Shortlisting AND Interview
British Council Behaviours		<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ Making it happen (essential)</li> <li>▪ Working together (more demanding)</li> <li>▪ Creating shared purpose (essential)</li> </ul> <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"> <li>▪ Being accountable (essential)</li> <li>▪ Shaping the future (essential)</li> <li>▪ Connecting with others (essential)</li> </ul>		Interview
Prepared by:		Date:
Head of Adults Korea		30 June 2018

### Information about the vacancy

Job Title	myClass Coordinator Korea	Job Code	
Location	Seoul, Korea	Job Type	Coordinator
Applications Close		Start Date	March/ April 2019
Number of Posts	2		

### Role Information

Contract Length	Renewable Period	Contract Type	No of Staff Managed	Contact Hours per week	Contact Teaching Hours
2 years	1 year	Fixed term	4	38	12-18 + 2 substitution

### Job Overview

The British Council Korea is recruiting myClass Coordinator for its expanding teaching centres. The post offers excellent developmental opportunities, as well as the chance to earn and save well in a modern Asian city with a well-developed infrastructure and low crime rate.

To be considered, you should be a highly proficient user of English with an undergraduate degree from an English-native speaking country. Please note the original degree transcripts are essential for immigration and registration purposes. You should also have an internationally recognised TEFL-I qualification (i.e. Cambridge CELTA / Trinity CertTESOL) and a minimum of 2 years full-time relevant post-certificate teaching experience with a wide range of classes, levels and age groups.

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

***Interviews are likely to be held around a week from application 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.

*The British Council is committed to a policy of equal opportunity and is keen to reflect the diversity of UK society at every level within the organisation. We welcome applications from all sections of the community. The British Council is committed to a policy of equal opportunity, and to safeguarding and promoting the welfare of children and young people. We expect all of our partners to share this commitment. British Council appointments are contingent on thorough checks. In the UK, and in other countries where appropriate systems exist, these include criminal records checks.*

## Local restrictions on employment

For immigration and registration purposes, candidates must hold a passport from UK, Ireland, US, Canada, Australia, New Zealand, and South Africa. Candidates need to

- provide an original undergraduate degree/MA certificate from UK, Ireland, US, Canada, Australia, New Zealand, and South Africa
- obtain an apostilled / verified Disclosure and Barring Service (formerly known as Criminal Record Bureau) certificate (Nationals of other countries need to provide an enhanced disclosure from that country.)
- obtain local police check from previous country of employment
- pass a medical check-up in Korea, including an HIV and drugs test

NB. Canadian Citizens must also obtain a set of course transcripts in a sealed envelope with a university stamp on the seal.

Note that any delay in obtaining the above may result in the employment start date also being delayed.

Local law prevents the British Council from obtaining visas for unmarried partners. They will be required to enter on a three month tourist visa and leave every three months at their personal costs.

## Centre information

The British Council Korea has expanded rapidly over the past five years and is now based in seven locations across Seoul. The head office is located near City Hall, in the historical, cultural and political centre of Seoul and our three Adult Teaching Centres are based in Euljiro, a short walk from City Hall; Gangnam, a lively, commercial area, south of the Han River; and Jamsil a popular area in the east side of Seoul. Teachers are registered to teach at all three centres, but are based at one centre for most of the year although they sometimes may be required to move to a different centre when operational needs arise.

British Council teachers work in well-appointed and resourced offices, which also have kitchen facilities. There is a hot-desking system in place in the office to ensure that all teachers have access to computers. Every centre has a full range of teaching materials both on paper and in digital form, as well as multimedia resources and iPads

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## Salary

Salary for this post is paid in two components, UK Sterling (GBP) and Korean Won (KRW) depending on qualifications and experience.

### Basic Salary

The monthly Korean Won salary is within the range of ₩1,654,330 to ₩2,084,428 and the UK Sterling salary is from within the range of £555.51 to £687.95.

### Statutory Severance Pay

In line with the Korean law, staff members will be entitled to receive the Statutory Severance Pay after completing the first year of employment. The statutory severance pay is equivalent to one month's average wage for each year of service. This is paid in full when the staff member leaves the British Council Korea.

British Council book-keeping rate for July 2018 is £1 to ₩1,480 but local bank exchange rates may vary.

## Income taxes and national insurances

Teachers' salary is subject to local income taxes at approximately around 10-15% plus local national insurance payments, all terms and conditions dependent on the relevant local national authorities, including the National Tax Service, National Pension Service, etc.

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.

Contributions to the Korean Pension Scheme are compulsory. Both the employer and employee pay approx. 4.5%. Contributions are neither refundable nor transferable.

## Fares and travel

The British Council will pay economy class air fares from London to Seoul at the start of contract (for staff recruited from the UK) and Seoul to London at the end of the employment. The British Council will also pay for the same incoming and outgoing air fare for spouse, partner, and/or children recognised via the Family Certificate and Partner Declaration Form.

*N.B Incoming and outgoing flights apply only to teachers recruited from outside Korea.*

## Baggage allowance

Teachers are eligible for an accountable baggage allowance of £1,200 for single teachers; £2,000 for staff with accompanying partner and/or children.

*N.B Incoming baggage allowance applies only to teachers recruited from outside Korea.*

## Annual leave allowance

Teachers are allowed 49 days of annual leave over a twelve month period with nine of these days being fixed. As the centre runs classes throughout the year these nine days of fixed leave are taken when the centre closes for a few days during the two major Korean holidays of Seolnal and Chuseok, and over the Christmas period from December 24<sup>th</sup>-26<sup>th</sup>, and December 31<sup>st</sup> and January 1<sup>st</sup>. The remaining forty days can be taken in two week blocks from March to June, and September to November. Teachers submit preferences for when this leave will be taken; however, leave allocation is dictated by operational need and not all preferences can be accommodated. As January, February, July, August and December are our busiest periods the successful applicant for this position will be working during these periods.

Annual leave is planned and allocated before the start of each calendar year. The successful applicant for this post will therefore have leave already designated for the remainder of 2018. For 2019 and beyond, they will be able to submit preferences.

## Medical allowance

All British Council teachers are registered with Allianz Partners, 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.

## Settling-in allowance

Teachers are given a settling-in allowance of two weeks' salary for a single teacher and three weeks' for a teacher with a partner/ a spouse/ dependents. You will also receive up to two weeks' hotel accommodation and subsistence on first arrival.

*N.B Settling-in allowance and hotel accommodation applies only to staff recruited from outside Korea.*

## Accommodation allowance

The Council will pay up to KRW 15 million *key money* (deposit) and a monthly accommodation allowance of ₩914,760 (+₩65,340 for employees with children) on the employee's behalf. Should an employee choose a flat at a higher rent, the difference will be deducted from her/his salary; should a flat with a lower rent be chosen, the difference will be paid in the monthly payroll. The Council will pay the initial estate agency fee, and organise the search for accommodation. The employee is responsible for all utilities, phone and other charges over and above the rent.

*N.B Key deposit money only applies to applicants who are recruited from outside of Seoul in Korea or overseas.*

## Other allowances

### *Terminal Gratuity payments*

Terminal Gratuity payments are made to teachers after a successful completion of initial two year contract with the British Council Korea. Specifically, on successful completion of a two year contract, a Terminal Gratuity payment of £1,000 (one thousand pounds) will be paid net of any outstanding bills and financial obligations. Upon successful completion of a one year extension contract, a Terminal Gratuity payment of £500 (five hundred pounds) will be paid net of any outstanding bills and financial obligations. For any extension contracts with less than one year contract term, the Terminal Gratuity payment will be calculated pro-rata, net of any outstanding bills and financial obligations. In the event the teacher prematurely terminates the contract before the contract end date, Terminal Gratuity will not be paid.

## Additional information

There is no financial support provided for schooling.

You will be eligible to join the British Council International Retirement and Savings Plan (the provider for which is Zurich International) from your start date. The British Council will match any monthly contributions you make to the plan up to £150 per month (1,800 per annum). There is a £50 minimum monthly employee contribution.

*The British Council is committed to safeguarding and promoting the welfare of children and young people and expects all of its partners to share this commitment.*

*Appointment to this role is subject to Disclosure and Barring Service (formerly Criminal Records Bureau) checks in the UK, and, where appropriate, equivalent systems overseas.*

*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.*

Head of Adults, Korea

23 November 2018