

Role Title

Executive Assistant (Malaysia)

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Country Directorate support	PB4 / H	Kuala Lumpur, MALAYSIA	Indefinite	Director Malaysia

Role purpose

The Executive Assistant will provide a full range of secretarial, administrative support and tactical advice to the Country Directorate, supporting both the Country Director, CLT and SBU leads in delivery of the priorities of the directorate: 1) country insight; 2) country strategy; 3) business development; 4) stakeholder relations; 5) leadership of the country team

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.

Geopolitical/SBU/Function overview:

The Country Directorate is headed up by the Country Director, and responsible for 1) country insight; 2) overall country strategy, narrative and brand; 3) business and partnership development; 4) stakeholder relations; 5) leadership of the wider country team

In East Asia 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 employee population across these 14 markets is approximately 2600.

Our challenge is to maintain and develop the UK's cultural, educational, and people-to-people connections, relationships and influence in this rapidly changing region. Central to this is our commitment to supporting institution-to-institution links between East Asia and the UK, and the development of strong bilateral relationships for the UK with countries in East Asia.

Our business model is to lead surplus generating business in English and Exams, and increasingly self-sustaining and partnership-driven programmes in Education, Society and Arts fields, generating maximum impact with our audiences at minimum cost. 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.

Priorities for our strategy in East Asia to 2020:

- In line with our global role to **promote English language**, and our lead position in this field, we will build English language capability across the region, whether supporting learners, teachers or governments, through training, assessment and policy development. Our work in this field in East Asia is dominated by our English and Exams businesses which are of significant scope and scale and make a major contribution to our overall cultural relations impact and contribute significantly to our financial sustainability globally.
- As part of our commitment to **create educational opportunities** between the UK and other countries we will continue to internationalise the higher education sector by supporting policy development, and building joint programmes and scientific research between the UK and the countries we work in. We will build the experience of individuals to work internationally by supporting the two way mobility of students, young people, academics, teaching professions and scientists in higher education. This includes our significant UK government-funded programme for marketing of the UK as a study destination.
- To **build creative opportunities** between the UK and other countries, we will develop the skills and international experience of those working in the creative sector. We will continue to support the creative sectors of the UK and the countries we work in to work together, and we will share the best of the UK's creativity.
- We are committed to building more **open, prosperous, creative and inclusive societies** and will work to achieve an impact in the markets we work in through tailored programmes in the creative, justice and enterprise sectors. Throughout our work we will engage and provide better outcomes for women and girls and marginalised groups.

Main opportunities/challenges for this role:

- Lead responsibility for managing and maintaining a highly organised and efficient Country Directorate, ensuring that the Director is provided with the full range of secretarial and administrative support and advice.
- Filtering and prioritising demands on the Director's time and attention, keeping abreast of key issues in order to prioritise correspondence, flagging up action emails/papers for the Director's attention and ensuring important and urgent work is done or delegated elsewhere as appropriate, particularly during absences.
- Overall responsibility for managing the diaries of the Director including forward planning, prioritising meetings, identifying clashes, offering solutions, ensuring relevant internal and external stakeholders are informed.
- Drafting correspondence in business level English and fluent Bahasa Melayu; taking detailed minutes when required– including of technical meetings; organising complex meetings; fielding telephone calls from senior interlocutors; managing an extremely busy, and ever-changing diary; meeting and greeting VIPs; facilitating visits both domestic and international.
- Supporting the Director in preparation for presentations and briefings for high level meetings
- Support the Director with administration relating to VVIP, Board of Trustee and Executive Board visits

Main Accountabilities:

Main responsibilities

1. Administrative Support and Procurement (50%):

- Provide secretarial and administrative support, and manage the calendar for the Director
- Support the other team members in the Country Directorate with meeting or workshop arrangements, coordinate room bookings, equipment set up, food and beverage arrangements
- Financial system (SAP) support as required. Preparation of POs, creation of vendors, invoices and processing of payments
- Monitor Director's Travel Expenses and Other Expenditure against the WBS budget report
- Manage Director's monthly expenses through SAP system or Concur
- Support with the onboarding and leaving programme for new/outgoing Director, prepare induction programmes, order relevant equipment's and liaise with GSD to set up/move SAP & GTI accounts
- Coordinate and arrange 'all staff' events or meetings (e.g. arrange monthly All Staff meeting, assist with office-wide team building events)

2. Relationship management with internal and external contacts (20%)

- Ensure colleagues are well briefed in a clear and consistent manner on Director's schedule and supporting requirements (e.g. briefing)
- Ensure open and clear communication with stakeholders requesting information and/or action; ensure these are dealt with adequately and in a timely manner, or are passed on to relevant staff for follow-up
- Note and meet deadlines for outgoing communication with internal and external clients: ensure follow up is delivered on time and conforms to requirements/objectives
- Keep communications and information on High Commission or Human Resources related issues in confidence

3. Visit management (20%)

- Provide administrative and logistic support for VVIP, Board of Trustee and Executive Board visit, and other British Council visitors (e.g. visit programmes, briefing, internal co-ordination, hotel bookings, visa application letters, send out joining instructions for the event/workshop and country information, book meeting rooms, arrangement beverage or refreshments)
- Proactively manage and organise logistics for public and private external events with other teams within the office
- Managing projects on behalf of the Director(s) when required
- Commission and advise the Director(s) on all speeches and briefing papers for his/her many public-facing events. This includes detailed guidance on the proper forms of address and protocol in the local context

4. Information management (5%)

- Management of the CRM database for T1 and T2 contacts
- Provide country information for East Asia SharePoint and update regularly

- Promote knowledge sharing within the office
- 5. Continuous professional development and performance management: keep professionally updated to ensure high standards are maintained so the British Council remains at the forefront of best practice (5%)**
- Develop own performance portfolio and manage learning and development needs.

Equality, Diversity and Inclusion

As the UK's international organisation for cultural relations, the British Council develops relationships with people from a wide range of backgrounds. Engaging positively with the richness of this diversity is central to what it does and in line with its core values. The British Council is committed to equality of opportunity and inclusion, to positive action to promote this, and to mainstreaming equality and diversity principles and practices and monitoring our progress.

The post holder will be expected to comply with the British Council's Equality Policy and Diversity Strategy.

Other important features or requirements of the job

The post holder needs to be highly organised, be able to manage their time well and keep abreast of several issues at any one time. Communication (both written and oral, in English and local language) needs to be clear and correct.

Unsocial hours and weekend work may at times be required.

Key Relationships:

Internal

- Director, other members in the Country Directorate, SBU Leads, Business Support Services, Projects Managers etc., Regional Director, Regional Leadership Team members

External

- High Commission and HMG colleagues, T1 and T2 external contacts

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. Visa sponsorship is not applicable.	Shortlisting
Direct contact or managing staff working with children?	Yes	N/a
Notes	All essential conditions must be completed and cleared prior to post. Incumbent must pass pre-appointment screening prior commencement date	

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"> ▪ Local language at Proficiency Level – Native / bilingual ▪ English – Professional working proficiency, equivalent to IELTS band 6. 	Knowledge of other local ethnic languages would be beneficial.	Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Certificate qualification or equivalent 	Diploma or equivalent	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Proven administration experience; ▪ Proven experience in working effectively in a similar post with individuals at all levels, from senior executives to junior staff, both internally and externally; ▪ Good interpersonal skills, able to work cooperatively and effectively with other team members and stakeholders; ▪ Excellent written and verbal communication skills; ▪ Works with attention to British Council's organisational standards, values and ethics. 	<ul style="list-style-type: none"> • Experience in working in a cultural organisation; • Knowledge and experience in working with SAP. 	Shortlisting AND Interview
Role Specific Skills (if any)		<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ NA 		
British Council Core Skills		<i>Assessment Stage</i>
Managing accounts and partnerships – 1		Shortlisting
Using technology – 2		
Analysing data & problems – 1		
Communicating and influencing – 2		
Finance & resource management – 1		
Planning & organizing – 2		
British Council Behaviours		<i>Assessment Stage</i>
		Interview

<p>Being accountable - Essential Working together – Essential Making it happen – Essential</p> <p>Creating Shared Purpose – Essential Connecting with Others – Essential Shaping the Future – Essential</p>	<p><i>Interview</i></p> <p>Performance Management</p>
<p>Prepared by:</p>	<p>Date:</p>
<p>Sarah Deverall Director Malaysia</p>	<p>19/11/2018</p>