

Role Title

Teaching Centre Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Customer Management	Hourly paid	Kuala Lumpur	Fixed Term Contract (1 year)	Sales Manager

Role purpose

The main duty of a Teaching Centre Assistant is to support Teaching Centre daily operations regarding placement testing for adult and young learner students, marking placement test papers, and support Teaching Centre on-going tasks when instructed whilst providing the best customer experience as per British Council customer service standards.

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:

East Asia

Main opportunities/challenges for this role:

- *Extensive trainings provided*
- Chance to communicating/networking with diverse group of students.

Main Accountabilities:

1. **Carry out placement testing of students professionally.**
 - a. Be available at the assigned date and time to invigilate the test and be punctual. The assigned date and time will be on monthly rotation basis which is been set by Sales Manager.
 - b. Ensure that all students complete their Answer sheet and any queries are attended to professionally and efficiently (with minimum or no disturbance to the other

- students).
- c. Issue correct test stationary promptly and efficiently.
 - d. Return all papers, sorted according to instructions.
 - e. Photocopy and file the final test result as instructed.
 - f. Manage YL placement testing with the highest standard as per British Council child protection policy.
 - g. Ensure the test area is clean, neat and up to the set standards of British Council look and feel.

2. To ensure that security and confidentiality is met for all tests run as per relevant standards

- a. Ensure that students do not communicate with each other.
- b. Ensure Question / Answer sheet(s) are not removed from the testing area.
- c. All suspected breaches of security should immediately be reported to the Sales Manager/English Services Consultants.
- d. All data related to the students and to the test is not to be disclosed or discussed with anybody.
- e. You must not leave papers and other testing material unattended at any time.
- f. You must refer students' or parent enquiries to Sales Manager/English Services Consultants for any information not relating to testing.

3. Excellent customer service presentation

- a. Meet and greet students with a smile
- b. Provide correct testing information to students.
- c. Maintain all British Council customer standards and customer care policies.
- d. The placement test experience must be at the highest standards for the students and parents.
- e. Dress appropriately –Smart Casual.
- f. Avoid wearing noisy jewelry, squeaky or high-heeled shoes or anything that will distract the students from taking the test comfortably.
- g. Be punctual (arrive 30 minutes before the start of the testing to prepare venue and testing items).
- h. Be impartially courteous to students and parents.
- i. Report to the Sales Manager/English Services Consultants on any late arrivals, incidents, disturbances or student complaints.

4. To support teaching center operations in day-to-day duties

- a. Photocopy, re-supply and arrange all self-study packs material at the self-study packs corner on regular basis.
- b. Complete any task instructed in related to daily teaching center operations i.e. preparing for YL re-registration materials.
- c. Provide assistance marking placement test papers for other department i.e. PDU, CELTA when instructed.

5. To ensure testing area are set up and comfortable according to the relevant Council standards

- a. Check the venue and ensure that the environment is comfortable and set up as per standards.

6. Training

- a. Complete the Global Mandatory Training e-learning courses as set by British Council.

Key Relationships:

Internal

- Teaching Centre
- PDC

External

- Adult students
- Young learner students
- Parents

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"> ▪ Good written and oral communication skills in English and Bahasa Malaysia. 		Shortlisting AND Interview
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ SPM holder or any high school certificates recognized by Malaysia Education Ministry. 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Basic knowledge of customer service 		Shortlisting
British Council Core Skills		Assessment Stage
COMMUNICATING AND INFLUENCING <i>Communicates clearly and effectively</i> Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.		Shortlisting AND Interview
PLANNING AND ORGANISING <i>Is methodical</i>		

Able to plan own work over short timescales for routine or familiar tasks and processes.

USING TECHNOLOGY

Operates as a basic user of information systems, digital and office technology

Able to use office software and British Council systems to do the job and manage documents or processes.

British Council Behaviours

Assessment Stage

Making it happen (Essential)

Establishing a genuinely common goal with others

Interview

Working together (Essential)

Establishing a genuinely common goal with others

Connecting with others (Essential)

Making regular opportunities to understand others better

Being accountable (Essential)

Delivering my best work in order to meet my commitments

Shaping the future (Essential)

Looking for ways in which we can do things better

Creating shared purpose (Essential)

Making regular opportunities to understand others better

Prepared by:

Date:

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Sales Manager

21 November 2018