

Role Title

Ref no- 18/12/259

Teaching Centre Operations Manager

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Full time	6	Dhaka	Indefinite	Teaching Centre Manager

Role purpose

- To lead the operational management of Teaching Centre operations in Bangladesh with specific responsibilities for productivity (managing resources and financial control systems) and to play an active part in the Teaching Centre Management Team
- To lead on the efficient utilisation of staff through effective timetabling, and monthly monitoring and reporting on teaching staff costs
- To monitor the operational management of delivery in Bangladesh with special attention to Health and Safety and compliance with British Council standards including child protection
- To foster collaboration and cooperation between TC operational and academic management staff and country teams through effective communications
- To oversee business outreach and development such as in off-site premises, student recruitment in schools and colleges etc.

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 British Council teaching centres in Fuller Road, Gulshan and Uttera continue to expand in both General English (Adults and YLs) and Corporate Services. Classes are offered over 7 days with approximately 5,000 adults and 4,000 young learners per year.

Bangladesh plays a major role in the British Council's ELT work across the South Asia region. Significant economic growth means ensuing pressure on education provision and increasing demand for Higher Education (its scale, reach and quality) and employment. English and other business skills are in high demand as are UK qualifications. Widespread concern over the quality of public education continues to drive the growth of the private sector and the success of our teaching and exams operations in Bangladesh; the role of the UK IGCSE as the curriculum of choice in the private sector further enhances our market position.

The British Council enjoys a strong reputation in Bangladesh as the leading provider of English language courses. Current performance of Exams and Teaching across the country is strong and there are ambitious growth targets for both businesses.

Main opportunities/challenges for this role:

The Operations Manager will play a key role in ensuring we continue to deliver the high-quality service our customers expect and meet business targets.

Main Accountabilities:

Accountabilities:

- Contribute to the growth of the teaching business through the maintenance of structures and systems, which ensure the effective running of the operation.
- To ensure that utilisation rates for contract teachers are maximised
- To ensure utilisation of premises maximises income generating potential through timetabling of class types, levels, lengths and times
- To form classes in a way that maximises average class sizes and meets local targets in this regard
- To allocate teachers in a way that maximises benefits for the Centre in terms of cost while meeting customer satisfaction targets and quality standards for individual courses and contracts
- Ensure a rigorous and robust approach to the management of resources and costs in order to ensure that they are maximally deployed.
- To ensure month reporting to the Teaching Centre Manager is accurate and timely

Responsibilities:

Teaching Centre Operations (65%)

- Plan, communicate and manage working schedules for teachers, operations staff, temps and YLAs, ensuring staff work-life balance needs are incorporated
- Plan, communicate and manage course schedules, ensuring class fill, SCM feedback and customer demand are incorporated
- Plan, communicate and manage standby teaching schedules and duty manager schedules
- Manage teachers' pay claims, monitor spend on overtime and report on potential overspend
- Achieve and report against targets on operational dashboard KPIs including class-fill and unused teaching hours

- Oversee preparations for the start of new terms including ordering of course materials, pre-course notifications to students, classroom arrangements and necessary student movements
- Conduct customer research and market analysis and analyse the data to inform service quality development
- Contribute to Induction programme for new teachers
- Ensure appropriate coordination among TC, customer services, marketing, schools, libraries, higher education and Arts teams to plan customer events, marketing and promotion initiatives in order to meet or exceed business targets

Financial Management (25%)

- Supervise the maintenance and analyses of Teaching Centre records and systems including: registration figures, CRM reports, sales performance reports, debtor and credit management, deferred income, TCMS data reports
- Provide systems training for Teaching Centre staff
- To oversee the manager responsible for budget management and cost control
- Meet corporate standards on data protection, finance, procurement and risk management

Performance Management (10%)

- Line manage a minimum of three staff members all in accordance with corporate standards
- Participate in performance management and take opportunities for personal professional development, as agreed with the line manager
- Undertake training in areas of professional interest or identified need

Equal Opportunities and Diversity

- Work effectively with diversity as an essential and integral part of daily work and consistently meet the British Council's Equal Opportunities and Diversity policy and standards in carrying out all internal and external duties

Key Relationships:

Key relationships:

- External: Teaching Centre customers (individual students, parents, corporate / government clients and donor agencies) and prospective customers
- Internal: stakeholders across the Teaching Centre including Teaching Centre Manager, Senior Teachers and teachers, Sales and Customer Management staff, marketing, country SBUs, administrative and support staff

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	You must have the right to live and work in Bangladesh.	Shortlisting

Direct contact or managing staff working with children?	Yes	N/a
Notes	This post holder has a scope to work with children directly and indirectly. Therefore, s/he needs to understand the importance of child protection and ensure that Child Protection policy and procedures are in place to offer maximum protection of children and young people at all relevant events and activities and will ensure compliance with British Council Child Protection policy.	
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Excellent spoken and written English and Bangla communication skills (reading, speaking, writing) ▪ English Language at Proficiency Level equivalent to IELTS band score 6.5 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Graduate in any discipline. 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Proven ability to deliver tasks to tight deadlines ▪ IT skills of a level to be able to use Excel, SAP plus internet, word processing and database resources ▪ Proven ability to work with figures and numbers ▪ Proven strong planning and organisational skills ▪ Experience of operations management of a small-medium sized operation ▪ Ability to work in a way that promotes the safety and wellbeing of children. ▪ Experience of working with children. 	<ul style="list-style-type: none"> ▪ Timetabling and scheduling experience ▪ Finance and planning experience 	Shortlisting and interview
British Council Core Skills		Assessment Stage
Managing projects (Level 2) Analyses project data <i>Examines project data and performance, reporting on progress and</i>		Shortlisting and Interview

recommending corrective action as needed.

Managing people (level 3)

Manages a team

Provides full line management to a team where all members are working in a similar area of expertise or business. Scope includes planning, setting objectives, role modeling an inclusive culture, recruitment, development and performance management.

Communicating & influencing (Level 2)

Relates communications to circumstances

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.

Developing Business (Level 2)

Analyses trends

Researches markets and conducts cost/benefit analyses to identify new opportunities or recommend improvements to current initiatives

British Council Behaviours

Assessment Stage

Working together (More Demanding)

Ensuring that others benefit as well as me

Interview

Making it Happen (Essential)

Delivering clear results for the British Council

Being accountable (more demanding)

Putting the needs of the team or British Council ahead of my own

Shaping the Future (Essential)

Looking for ways in which we can do things better

Creating shared purpose (Essential)

Communicating an engaging picture of how we can work together

Connecting with others (Essential)

Making regular opportunities to understand others better

Prepared by:

Date:

Faye Nicholls

December 2018

“The British Council believes that all children have potential and that every child matters - everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989”

“The British Council is committed to a policy of equal opportunity. Our policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, age, disability, ethnicity, religion or marital status. We guarantee an interview to disabled candidates who meet the essential criteria”