

Role Title Ref no- 19/01/264

Deputy Teaching Centre Manager

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Delivery	7	Dhaka, Bangladesh	2 years fixed term + possibility of 1 year extension	Teaching Centre Manager

Contract type: *Bangladeshi passport holder will be offered “country appointed contract” and any other passport holder will be offered “country plus contract”.*

Role purpose

The post holder will lead on ensuring Quality in the Classroom through performance management and professional development of Teaching Professionals. They will ensure learning methodology is consistent with British Council Brand standards and teaching delivery exceeds customer expectations and is in line with latest thinking in pedagogy.

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 Uttara 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:

- Effectively lead on quality management and setting KPIs
- Line Management of a team of Senior Teachers
- Work closely with Bangladesh Management team on further aligning products and processes
- Work with Regional Product and Service Leads to launch new regional and global products
- Support the Bangladesh Management team with planned expansion of the Teaching Centre operation

The post-holder will need to be comfortable with change and change management and will have to demonstrate flexibility while new ways of working are embedded over the next 2 years

Main Accountabilities:

Academic Management

- Takes ownership of the academic programme and future developments and the quality management of all programmes
- Manages Teaching Centre academic performance and quality. Ensures that the quality of teaching, products and services meet the needs and expectation of the target audience
- Leads on the design and delivery of teacher development programmes including INSETT days
- Responsible for ensuring that new methodologies and approaches are understood and deployed effectively within the teaching centre

Customer focus

- Builds an in-depth understanding of the specific operational context, opportunities and challenges facing their internal customer(s) to ensure the provision of procedural advice and support based on informed business insight
- Proactively seeks internal customer and other stakeholder feedback to monitor satisfaction with the standard of functional advice and business support provided, enabling improvements to be made where issues are identified

Service improvement

- Manages TC KPIs relating to teaching delivery.
- Manages the continuous improvement cycle, closely liaising with regional colleagues to ensure feedback on products and service design as well as customer and market insight are fed into future development.
- Identifies opportunities for procedural improvements within established policies and determines the most appropriate mechanisms and processes for implementing those changes. Demonstrates awareness of relevant governance arrangements that relate to making system or procedural changes

Functional expertise

- Uses a variety of information resources and professional networks to maintain up-to-date knowledge of developments in external policy, practice and regulation within pedagogy.
- Contributes to global and regional initiatives/projects to design and deliver new programmes, products or services and teaching methods

Relationship & stakeholder management

- Develops good working relationships with appropriate colleagues throughout the British Council and in the relevant functional discipline to know who to engage with to enable effective implementation of procedural changes and improvements
- Builds a network of with external suppliers/providers/contacts to support effective service provision and knowledge exchange

Leadership & management

- Plans and prioritises work activities to ensure effective delivery of diverse

- responsibilities and internal customer deliverables over a monthly to quarterly time horizon
- Line management of staff delivering teaching within the Teaching Centre. Includes direct line management of Senior Teachers.

Key Relationships:

Internal

Teaching Centre Management, Senior Teachers, Regional Product and Service Leads, Country Operations Manager, Customer Services Manager, Country Marketing Manager and Academic Leads across the network

External

Partners & Corporate Clients, Students and Parents

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ right to work in country	None	Shortlisting
Direct contact or managing staff working with children?	Yes	
Notes (if any)	This post is regarded as Regulated Activity; therefore, a criminal records check (DBS in the UK, equivalents overseas) is essential. Identity checks and validation of your qualifications will also be required.	
Person Specification:		Assessment stage
Language requirements		
Essential	Desirable	Assessment Stage
Fluent English	English proficiency level at C2	Longlisting
Qualifications		
Essential	Desirable	Assessment Stage
DELTA, Trinity Diploma, TESOL, or equivalent TEFL- Qualification.	A specialist qualification for teaching Young Learners: e.g. B.Ed, PGCE, BE/Trinity TYLEC, or Cambridge YL Extension.	Shortlisting
Role Specific Knowledge & Experience		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> • At least two years' proven experience and demonstrable success as a manager in a complex educational context. • Demonstrates the ability to develop, implement and maintain academic systems in accordance with quality assurance frameworks. • Proven track record of managing or contributing to the development of pedagogic activities such as syllabus design, teacher 	<ul style="list-style-type: none"> • Experience of academic management at Senior Teacher level or above in an English language teaching centre. 	Shortlisting

<p>timetabling, class scheduling and course management.</p> <ul style="list-style-type: none"> • Experience of undertaking teaching observations, teacher training, line management and professional development of teachers and support staff. • At least two years' experience of ELT teaching/training in one or more of the following areas; Young Learners, Professionals, General Adults, Teacher training, Exam preparation. • Ability to work in a way that promotes the safety and wellbeing of children. • Experience of working with children. 	
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British Council Core Skills	Assessment Stage
<p>Communicating and Influencing (Level 3) - Able to use a range of non-standard and creative approaches to inform, and persuade others, extending beyond logical argument to influence decisions and actions in a way which is inclusive and engaging.</p> <p>Managing People (Level 3) - 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.</p> <p>Planning and Organising (Level 2) - Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</p> <p>Analysing Data and Problems (Level 2) - Reviews available data and identifies cause and effect, and then chooses the best solution from a range of known alternatives.</p> <p>Managing Risk (Level 2) - Has track record of identifying and highlighting risks and suggesting mitigating actions.</p>	<p>Shortlisting and Interview</p>

British Council Behaviours	Assessment Stage
<p>Creating shared purpose (more demanding): Creating energy and clarity so that people want to work purposefully together</p> <p>Connecting with others (more demanding): Actively appreciating the needs and concerns of myself and others</p> <p>Making it happen (more demanding): Challenging myself and others to deliver and measure better results</p> <p>Working together (more demanding): Ensuring that others benefit as well as me</p>	<p>Interview</p>

Prepared by:	Date:
Faye Nicholls, Bangladesh	February 2019

“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”

Annexe Role Information

Job Information			
<ul style="list-style-type: none">▪ Diplomatic status▪ Security clearance required?▪ Accompanied by partner?▪ Accompanied by children	No No Yes Yes	Notes	<ul style="list-style-type: none">▪ We are unable to obtain visas for unmarried and same sex partners
Is a mobility package offered for candidates relocating from other regions? *	Yes, if eligible*		
Details of any mobility package provided (if applicant is eligible) * <i>This is a country contract. Applicants relocating from another country will receive some mobility support which will depend on a number of factors including their current home location. Mobility support will include accommodation, breather visits and transfer assistance.</i>			
* To be eligible to a mobility support package, you must be moving location!			