BRITISH COUNCIL

Role Title
IT Manager South China

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Manager	**6**	**Guangzhou**	**14 months**	**Assistant Director Resources China**

Role purpose

To assist Assistant Director Resources China to manage and deliver China IT strategy. Ensure the business needs of Guangzhou office are met by delivering IT services according to corporate standard and policies.

About us

Founded in 1934, 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. Last year we reached over 65 million people directly and 731 million people overall including online, broadcasts and publications.

The British Council has had a presence in China since 1943, and since 1979 we have been operating as the Cultural and Education Section of the British Embassy in Beijing and the Cultural and Education Section of the Consulate-Generals in Shanghai, Guangzhou, Chongqing, and Wuhan. In 2017 we opened our first English centre in Mainland China, based in Nanjing.

Our work in China is of great importance to the global British Council operation, both politically and commercially. With more than 750 staff across our offices in China, we operate a wide range of programmes in English, exams, arts, and education in partnership with local authorities and partners.

We achieve significant impact and reach through our programmes which have engaged millions of young people and thousands of professionals and policy makers across China, including:

- 900,000 people who have taken an exam with us within the past year, be it an English language exam, such as the IELTS exam, or a professional exam, such as the ACCA qualification.

- 10,000 English teachers and one million students who have benefitted from our English language teacher training programmes in the past two years.

- Nearly 155,000 Chinese students who are currently studying in the UK, many of whom have engaged with our work encouraging and supporting student mobility.

- One billion people reached and influenced through our 2015 Year of Cultural Exchange, which comprised of more than 200 events across 14 Chinese cities, and our Shakespeare Lives campaign in 2016 achieved similar levels of impact.

Geopolitical/SBU/Function overview:

The China Resources Team is part of the wider Business Support Team which also includes Finance, IT, and Human Resources.

We have a richly diverse staff, the majority of whom are Chinese nationals. We also have a growing number of overseas staff. These include senior managers in the diplomatic entity – UK nationals with diplomatic status, and other colleagues of both British and other nationalities, including several hundred examiners.

Main opportunities/challenges for this role:

To provide professional business support services to internal and external customers in compliance with agreed standards, guarantee a high level of customer satisfaction and present a consistent and quality image of the British Council to all customers.

To ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these are taken into account when planning and delivering activity.

Manage information created and received in compliance with the British Council's information management standards, policies, the UK data protection principles and local legislation.

Main Accountabilities:

To maintain the Guangzhou office IT systems so that they comply with corporate standards as identified by Assistant Director Resources China. Agreed IT services are delivered to BC staff and customers in line with corporate standards.

- Procurement, management and disposal of IT equipment are in accordance with BC global policy and practice. Value for money is achieved.

- Agreed IT services are delivered to BC staff and customers according to corporate standards.

- Staff and customers feel that the IT Manager Guangzhou has been helpful in answering questions and resolving problems. At least 80% feedback is positive.

- Critical problems with IT Equipment and systems are resolved within four hours, or are referred to GSD as appropriate.

- Assistant Director Resources China is satisfied with the performance of IT

Manager Guangzhou in undertaking their duties.

- − In conjunction with Exam IT officer, to ensure that new users receive appropriate training in BC IT systems within one week of arriving at post.

- − To manage and monitor the delivery of IT support by Exam IT officer and to assist him in developing their skills and knowledge.

- − Achieve at least a good result of Audit.

To maintain and provide technical support to Exam systems:

- − Maintenance and support are in accordance with system standards and guidelines.

- − Critical problems are resolved within four hours or within time agreed with Exams team or customers;

- − Relevant member of exams team or customers are satisfied with services provided.

To analyse business processes and recommend cost-effective technology-based solutions to improve staff efficiency and effectiveness.

- − In conjunction with the Guangzhou management team and Assistant Director Resources China, a programme of work is identified at the beginning of each financial year.

- − Recommended solutions are thoroughly researched and incorporate a cost-benefit analysis. Solutions that are developed are scalable across the whole of BC China operations.

- − Plans for implementation of agreed solutions are robust and include an analysis of risks.

- − Solutions are implemented to the satisfaction of the relevant members of the Guangzhou management team. A post-implementation report is prepared for each solution implemented.

To assist in the management and standardisation of IT solutions across BC China operations.

- − Be a productive member of China IT team. Provide cover for IT colleagues in other BC China offices when they take leave.

- − In conjunction with Assistant Director Resources China to research and recommend improvements to IT Infrastructure management across BC China.

Key Relationships:

- External IT vendors
- External IT consultants
- External Exam tests IT support teams including CESOL ESOLCOMMS/IWAS, ACCA, and CIMA.
- Internal IT team members
- Internal team members

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.	Shortlisting
Direct contact or managing staff working with children?	No	N/A
Notes		

Person Specification:		Assessment stage
Language requirements		

Minimum / essential	*Desirable*	*Assessment Stage*
• High level of speaking and writing Skills in English (IELTS 6) and Mandarin Chinese (native speaker competence)		Short listing & Interview

Qualifications

Minimum / essential	*Desirable*	*Assessment Stage*
• At least bachelor's Degree relevant to Information Technology • Professional qualification MCSE or MCSD • ITIL Foundation	Professional qualification MCDBA, OCP or other database engineer certificates	Shortlisting

Role Specific Knowledge & Experience

Minimum / essential	*Desirable*	*Assessment Stage*
IT Skills & Experiences **Supplier and vendor management**	• Hardware and software troubleshooting • 5+ years of experience in supporting and implementing Microsoft solutions. • 5+ years of experience in supporting and developing web/windows applications on .Net platform & SQL server.	Short listing & Interview

• Proven record of IT project management	
British Council Core Skills	*Assessment Stage*
Communication Skills: speaking, listening, reading, writing • English (Aptis, IELTS 6 or equivalent) • Chinese C1 (HSK 5 or equivalent)	Short listing & Interview
British Council Behaviours	*Assessment Stage*
1. Being Accountable – More Demanding Delivering my best work in order to meet my commitments **2. Making It Happen - More Demanding** Challenging myself and others to deliver and measure better results **3. Shaping the future-More Demanding** Looking for ways in which we can do things better **4. Connecting with Others -Essential** Making regular opportunities to understand others better **5. Working together-Essential** Establishing a genuinely common goal with others **6. Creating shared purpose-Essential** Communicating an engaging picture of how we can work together	All the 6 behaviors will be applied to performance evaluation and interview
Prepared by:	**Date:**
Jeffery Wu, Assistant Director Resources	15th Jan 2019