

Job Title	Teaching Operations Manager Bilbao		
Directorate or Region	EU	Department/Country	Spain
Location of post	Bilbao	Pay Band	PB7/Middle Manager
Reports to	Teaching Business Performance Manager	Duration of job	Indefinite

Purpose of job:

The role of Operations/Academic Manager is to ensure positive and continuous support to our teachers at a range of levels resulting in the provision of the highest standards of English language teaching for students which

- furthers the British Council's aims as an English language teaching organisation
- identifies the British Council as a leader in the industry both locally and within the wider ELT and language teaching community
- promotes the British Council as a cultural relations organisation and actively promotes corporate cultural initiatives

Context and environment: (e.g. dept. description, region description, organogram)

The British Council (BC), Bilbao is a part of a substantial British Council presence in Spain. We have teaching and exams operations in Madrid, Barcelona, Bilbao and Valencia over 11 different main sites.

Bilbao has a dynamic teaching centre with over 400 adult students and over 1,600 young learners (YLS). Adult teaching, as well as the majority of secondary teaching, takes place at our main premises in Avenida Lehendakari Aguirre in Deusto. Early years and Primary teaching take place in a partner location nearby in Deusto and we also deliver young learner classes in two additional locations – Portugalete and Barakaldo.

Our main centre has 15 classrooms, but we also use up to 8 classrooms in a vocational training institute on the floor below at peak times.

The Centre has a teaching staff of more than 40 and we place a great deal of emphasis on training and development and play a central role in the national approach to Continuous Professional Development.

The postholder reports to the Business Performance Manager for Spain, who has responsibility for the Bilbao Teaching Centre. There are 3 Senior Teachers based in the centre covering four life stages, and the Operations Manager has responsibility for this team. Customer Services is managed centrally in Spain and the Operations Manager has a role in supporting the teams in providing high levels of customer service in Bilbao.

Accountabilities, responsibilities and main duties: (including people management and finance)

Leadership

- Overall day-to-day management of the Teaching Centre operation, both on-and off-site.
- Leadership of the Senior Teacher team in the daily running of the Teaching Centre, ensuring that communications with teaching staff are appropriate and managed effectively through a range of channels, including team meetings.

Planning and growth

- Support the centre Business Manager in financial planning, monitoring and reviewing.
- Provide accurate data as required by business management in centre and, when required at a national level.
- Actively support the national business growth agenda through project management and planning when required.

Resource and People Management

- Plan the resource and people sections of the teaching centre financial plan in line with country and centre strategies. Provide updates in line with planning and review schedules
- Responsibility for all aspects of the teaching timetable, ensuring the timetable is designed to achieve plan targets and maximise efficiency.
- Timetable teaching staff ensuring compliance with contractual and other applicable considerations to ensure teaching quality and efficient deployment of staff.
- Lead, where applicable at centre level, the Administration Team in areas such as staff leave plans and other financial commitments.
- Ensure accurate recording of staff working hours for preparation of payroll and communicate payroll information to relevant members of the national payroll team in a timely manner.
- Manage a range of delegated resource budgets.
- Support national team in recruitment of centre staff
- Manage induction for new Teaching Centre staff.
- Line manage up to 8 members of the teaching centre teams, including administration team members

Registration and Customer Experience

- In conjunction with Registration Manager, ensure that class timetables match teaching timetables; lead on decision making on opening and closing classes and ensure that communications are effectively managed.
- Liaise with Customer Services Team to support positive customer experience

Academic Quality Standards

- Lead on academic and quality aspects of the teaching operation ensuring that the customer is at the centre of all activity and that teachers are supported at all stages of delivery of high-quality teaching.
- Responsibility for TQS standards and associated reviews.

Learning & Development

- Support the Continuing Professional Development team (CPD) and CPD centre lead, where appropriate, in staff development within the national CPD framework.

Child Protection

- Ensure that Child Protection measures and policy are at the forefront of activity in conjunction with the CP national lead.

Health & Safety

- Lead the team, working with H&S Advisor and HR, on ensuring that Health and Safety standards are met at the Centre.
- Responsibility for ensuring that staff welfare is to the fore in all management activity in the centre.

Key results:

- Teaching Centre runs smoothly and efficiently; Teaching Centre staff feel valued and committed
- Achievement of financial and non-financial targets, where appropriate
- Overall growth and sustainability of the teaching centre
- High levels of customer satisfaction demonstrated by scorecard and other feedback
- Effective implementation and monitoring of all relevant corporate policies, including: Child Protection; EDI; Health & Safety; mandatory British Council training; Recruitment and, where appropriate, Performance Management.

Key relationships: *(include internal and external)*

- Business Manager
- Director Teaching Spain
- Operation Managers in Spain
- Teaching staff
- Academic teams, CPD Team and Product teams
- Customers
- Customer Services
- Health and Safety and Child Protection focal points
- Administration and HR teams.
- Exams team

British Council policies, standards and regulations apply to all aspects of this job. Particularly relevant are: Risk Management, Records Management, Information Security and Privacy, Child Protection, Equality, Diversity and Inclusion, Health and Safety policies, Code of Conduct and Corporate IT standards.

Other important features or requirements of the job

Some late finishes on weekdays and Saturday working as required.

Please specify any passport/visa and/or nationality requirement.	Applicants must be EU nationals or have the right to work in Spain
Please indicate if any security or legal checks are required for this role.	Criminal record checks <ul style="list-style-type: none"> • DBS or equivalent in the country of origin. • Spanish Certificado de Delitos de naturaleza Sexual

- Self-declaration

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<p>Shaping the future (more demanding)</p> <p>Connecting with others (more demanding)</p> <p>Making it happen (more demanding)</p> <p>Working Together (more demanding)</p> <p>Creating Shared Purpose (more demanding)</p> <p>Being Accountable (more demanding)</p>		<p>For shortlisting: Connecting with others Making it happen Working together</p> <p>For interview: Making it happen Working together</p>

Skills and Knowledge	<p>Managing people (level 3)</p> <p>Manages a team Provides full line management to a team where all members are working in a similar area of expertise or business.</p> <p>Planning and organising (level 2)</p> <p>Plans ahead. Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</p> <p>Communicating and influencing (level 3)</p> <p>Is creative and adaptable in communications</p>	<p>Shortlisting Performance Evaluation</p> <p>For interview Managing people Planning and organising</p>
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Experience	<p>At least four years' experience of ELT teaching/training (post-DELTA or similar) in one or more of the following areas:</p> <ul style="list-style-type: none"> • Young Learners (Early years age 2-5, Primary age 6-10, Secondary age 11-14, Secondary age 15-17) • Professionals • General Adults • Teacher training • Exam preparation <p>Academic Management 4 or more years' experience in managing the academic side of large scale Young Learner and Adult programmes in a teaching centre</p>		
Qualifications	<ul style="list-style-type: none"> • Experienced Practitioner Level: Diploma in TESOL (formerly described as TEFL-Q) • Recognised Young Learner qualification • First Degree 	<ul style="list-style-type: none"> • Relevant Masters qualification 	
Language proficiency	<p>English C2 Spanish to B2 speaking</p>		

Submitted by	Steven Murrell	Date	28 th January 2019
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