

Role Title

Education Services Officer - Internship

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Internship	5 (Intern)	Beijing, China	6 Months	Global Head of Insights & Consultancy and Head of Education Services

Role purpose

Our corporate internship programme provides under-graduates and graduates with a unique opportunity to gain on-the-job experience to support their learning and formal studies as well as providing real professional experience and contacts for the future. Interns will be placed in a business team of professional interest to them and will be required to deliver a specific piece of work. This piece of work will provide the interns with good experience in delivering a meaningful project which has value to the British Council and will allow them insight into our business.

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. Last year we reached over 75 million people directly and 758 million people overall including online, 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 Education team comprises of staff whose skill and experience are drawn from all four offices across China. The team develops and delivers innovative education programmes and projects which aim to create economic growth and benefit to the UK in the long term.

Main Accountabilities:

Main duties

1. International Education Services (IES)

British Council International Education Services is a global programme to support UK Education institutions in their international work. IES operates in more than 50 countries, providing services for international student recruitment, market intelligence, and enabling the development of working relationships with institutions in countries.

As part of the IES team in China, the job holder will be responsible for:

- Working as part of the IES China team to promote, manage and deliver the range of education services in China available to UK education sector clients.
- Supporting on the delivery of direct marketing services to UK clients and ensuring all services are delivered to the highest quality and meet with agreed targets and delivery standards of the client.
- Supporting on content management of the China section of the International Education Services website

2. Global Consultancy

The job holder will also work closely with Head of Research and Consultancy on conducting, commissioning and analysing market research, data collection and analysis ensuring that the output is highly relevant and of practical value to the international education customer audience and producing products quickly enough to reflect a rapidly developing marketplace.

As part of the Global Consultancy team, the job holder will be responsible for:

- Collecting and analysing data on tight deadlines; learning software solutions to manage these tasks efficiently
- Writing and editing reports at a professional level
- Project management and coordination to maintain delivery schedule

The job holder will need to manage information created and received in compliance with the British Council's information management standards, policies, the UK data protection principles

3. Team Membership

- Take active part of team, involved in team meetings and team initiatives
- Actively contribute to cross-functional working parties
- Proactively contribute to team planning, monitoring and review activities
- Support relationships with internal and external stakeholders in ways that enhances the British Council's reputation
- Support the team to identify and utilise / resolve: successes, learning, problems and areas for change and improvement
- Proactively seek to understand the interdependencies and connections between Education teams

4. Continuous Professional Development and Performance Management

- Support and champion continuous learning and professional development in all areas of partnership and business development work and share best practice and learning across the wider organisation
- Actively contribute to partnership and business development team being recognised as a centre of excellence

- Actively contribute to own performance planning, management and review processes
- To ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these is 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.

Key Relationships:

Internal

- Area Directorate, Strategic Business Unit leads and Project Managers, counterparts in the UK

External

Partners, Sponsors, Clients, Vendors

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Only UK passport holders will be considered due to the diplomatic status of the organization.	Shortlisting
Direct contact or managing staff working with children?	No	N/a
Notes	DBS checks or local equivalent required	
Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ English at Proficiency Level C2 	<ul style="list-style-type: none"> ▪ Chinese at Proficiency Level B1 	Shortlisting
Qualifications		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Must have gained or be working towards a 2:1 degree ▪ Must be in at least your second year of University ▪ If you have already obtained your degree you must have graduated within the last two years (2017 onwards) 	Degree in Economics, Journalism, or a Social Sciences-related field.	Shortlisting
Role Specific Knowledge & Experience		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ English C2 (IELTS 8.5 or higher) including the ability to conceive, develop and produce effective written material for marketing 	Chinese B1 (HSK 4 or equivalent) – Good command of spoken and written Chinese	

collateral	<i>An awareness of latest trends and knowledge on International Education and the UK Education system and institutions</i>	Shortlisting and interview
<ul style="list-style-type: none"> ▪ Experience in planning, delivering and evaluating marketing campaigns and/or marketing events 	<i>Ability to produce high quality written marketing content</i>	
<ul style="list-style-type: none"> ▪ Experience in client management, meeting client demands, understanding client needs and service delivery management 	<i>An understanding of Chinese social media</i>	
<ul style="list-style-type: none"> ▪ Skills and knowledge in proposal submission, research TORs, data analysis and report writing 	<i>Experience in journalism or academic publishing</i>	
British Council Core Skills		Assessment Stage
<p>Managing Projects – Level 2 Examines project data and performance, reporting on progress and recommending corrective action as needed.</p> <p>Communicating and Influencing – Level 1 Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</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>		Shortlisting and/or Interview
British Council Behaviours		Assessment Stage
<p>Behaviours assessed during interview stage of recruitment process</p> <ol style="list-style-type: none"> 1. Being Accountable - More demanding 2. Working Together - More demanding 3. Making it Happen - Essential <p>Behaviours not assessed during recruitment process</p> <ol style="list-style-type: none"> 4. Connecting with others - Essential 5. Shaping the Future - Essential 6. Creating Shared Purpose - Essential 		<p>Interview</p> <p><i>The position holder will be required to demonstrate <u>all six behaviours</u>, on the job. These will be assessed during year end performance evaluations.</i></p>
Prepared by:		Date:
Fraser Deas, Head of Education Services		March 2019