

Role Title

Teaching Operations Coordinator, Deployment

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Teaching Operations	Local H Grade2 posts,	Egypt	1-year renewable	Teaching Operations Manager, Deployment

Role purpose

To provide key coordination of the deployment of Teachers and Teaching Centre Assistants for the Teaching Centre against business needs to ensure effective teacher utilisation.

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 Middle East and North Africa is home to eight percent of the world's population, five percent of global GDP, and 58 percent of global reserves of oil and gas. It is also one of the most unstable regions of the world, characterised by protracted conflicts and complex issues around refugee and displaced communities. It has the highest rate of youth unemployment and double the global average for female unemployment. Collectively this is placing a huge strain on existing political, social and economic structures, adding to the uncertainty and fragility of the region.

The British Council retains an on-the-ground presence in all 17 MENA countries. This includes maintaining operations and programmes in Libya, Yemen and Syria, working through partners and locally engaged staff. Over the last five years we have extended the scope of our work over by aligning our cultural relations activities to UK and international priorities, such as in relation to major issues affecting the region, namely the Syrian refugee crisis, and the rise of violent extremism. In parallel to this we continue to provide support to individuals, institutions and governments helping them address some of the underlying long-term demographic, societal and systemic features

which have been holding back reform, stifling growth, and blocking opportunities for young people.

Our work takes a long-term approach to engagement, helping to build trust and influence for the UK

The teaching centres in Egypt have long stood as flagship operations for the British Council and as a hub for the development of teachers and teaching centre managers to staff other centres across the network. In addition, to two long-established teaching centres in Cairo (Agouza and Heliopolis), the British Council has recently set up partner premises in Nasr City, Sheikh Zayed and Alexandria. The largest centre, Agouza is co-located with the country HQ and has a teaching staff of around 60 whilst Heliopolis has a teaching staff of about 30 teachers; comprising a mixture of local and expatriate teachers. A mix of Adult and Young Learner courses are taught in all branches.

Main opportunities/challenges for this role:

Our courses for adults and children are increasingly managed through the use of technology with services like registration, online payment, attendance records, certificates and reports delivered through a cloud-based platform (TCMS). The Teaching Centre Operations team are responsible for enabling the student's learning experience through technology and face to face to face engagement. The role will suit someone comfortable with working with new technologies but also strong interpersonal skills to deal confidently with students, parents, teachers and other staff.

As the teaching centers operate to customer demand, some evening work will be expected.

Main Accountabilities:

Staff planning and management

- Supports with the management of day to day logistics of the Teaching Centre including timetabling, cover and duty rota using agreed templates
- Supports the Teaching Operations Manager, Deployment to anticipate demand and in liaising with internal and external stakeholders to utilise internal classroom space and source external space against demand

Product and Service support

- supervises a range of administrative and logistical services within agreed procedures, to maximise quality, continuity and efficiency
- maintains accurate records as they relate to the work area and drafts routine and non-standard communication for colleagues and customers

Customer support

- recognises and understands the impact of incidents arising (e.g. child protection incidents; behaviour management issues; complaints, resourcing problems, logistical or technical difficulties) and proactively alerts the team leader to any issues of concern that are likely to impact service/project/task delivery or customer experience.
- manages communication to parents of absences and that potential dropout students are contacted

Relationship & stakeholder management

- proactively communicates and liaises with others (inside and outside the British Council) to ensure effective coordination and delivery of events, services and activities

- builds an understanding of who's who within the wider department, unit or region to enable effective resolution of issues when they arise

Finance & resource management

- processes hourly paid teacher and Young Learner Assistant pay claims
- Supports in the reporting on teacher utilisation using agreed regional templates

Managing self & others

- Plans and prioritises work activities, responding to changing requirements to ensure effective delivery of responsibilities over a daily/weekly time horizon
- Tasks and coordinates others (e.g. internal colleagues or external contractors/suppliers) to complete time-limited, straightforward activities, within established procedures, in order to ensure efficient delivery of services. Monitors task completion to agreed quality and time standards.

Key Relationships:

Internal

- Senior Teachers
- Teaching Centre Operations Manager
- Customer Services Team
- Teaching Operations Coordinator and Assistants
- Teachers
- Teaching Centre Child Protection lead

External

- Students and parents/guardians of Young Learners

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	<i>Rights to work in country</i>	Shortlisting
Direct contact or managing staff working with children?	Yes IF YES. Appropriate police check	N/a
Notes		
Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
B2 level English	Native speaker of Arabic	Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
High School Certificate	First degree in any subject	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ 1-year experience in a customer focused environment ▪ Experience of logistical 	<ul style="list-style-type: none"> ▪ Proven track record in general office administration 	Shortlisting

administration using IT systems	<ul style="list-style-type: none"> Experience working in academic or educational environment 	
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> Experience working in a multi-cultural organisation in an international context Strong organisational skills with the ability to prioritise tasks and meet deadlines Ability to build effective relationships with employees and management to achieve the delivery of high quality and effective professional services Ability to develop and manage a range internal and external stakeholder relationship Administrative experience with the ability to interpret and follow organisational policy and practices 		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
<p>Communicating and 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.</p> <p>Using technology (Level 1) Able, with adjustments if necessary, to use office software and British Council systems to do the job and manage documents or processes.</p> <p>Planning and organising (level 2). 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>		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
<p>Connecting with others (Essential): Making regular opportunities to understand others better</p> <p>Making it happen (Essential): Delivering clear results for the British Council</p> <p>Being accountable (essential) Delivering my best work in order to meet my commitments</p>		Interview
Prepared by:		Date:
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