

Job Description

Ref no:

Job Title	Teaching Centre Assistant		
Directorate or Region	EU Europe	Department/Country	Teaching Centre Warsaw
Location of post	Warsaw, Poland	Pay Band	J
Reports to	TC Customer Services Manager	Duration of job	Definite

Purpose of job:

To deliver a high quality enquiry and registration service for individual/corporate clients and provide efficient operational and marketing support to English Teaching Centre in line with business objectives and Corporate Service Standards.

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

Based in Warsaw, Poland and working in the Teaching Centre Team, providing support for the growing Centre to the required standards. The Poland operation includes two Teaching Centres in the country with 4 satellites for YIs in Warsaw, 2 in Krakow, 3 in Poznań and 2 in Wrocław. This post is being created to ensure smooth and effective operation of the Teaching Centre in order to increase customer care and sales across our business areas.

Accountabilities, responsibilities and main duties:

(including people management and finance)

- To provide admin support to ensure smooth running of Teaching Centre including:
 - Creating Purchase Orders and preparing routine financial documents
 - Preparing stationary orders and distributing
 - Making travel and accommodation arrangements for Teaching Centre employees
 - Providing support for teachers and parents at YLs satellites in Warsaw
 - Ensuring smooth operation and secure learning conditions at the new YLs satellite including shifts in the school's building 3 times a week
 - Ensuring all stakeholders have up-to-date information about classes at satellites
 - Maintaining and checking stocks and inventory
 - Book checks and books issue/return management
 - Providing support for student placement and registration incl. maintaining files of placement tests
 - Displaying information about Teaching Centre events and re-registration
 - Note-taking during various meetings of Teaching Centre
 - Covering some duties of Teaching Centre Officers
 - Attending relevant training sessions and presentations to keep up to date with developments in organisation
 - Performing assigned tasks which come up during day to day operations
 - Any other duties as required.

Other important features or requirements of the job
(e.g. travel, unsocial/evening hours, restrictions on employment etc)

Work from Tuesday to Saturday.

Please specify any passport/visa and/or nationality requirement.

Right to work in Poland

Please indicate if any security or legal checks are required for this role.

No

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	Working Together Level: Essential Establishing a genuinely common goal with others.		Interview/ performance assessment
	Connecting with Others Level: Essential Making regular opportunities to understand others better.		Interview/ performance assessment
	Making it Happen Level: Essential Delivering clear results for the British Council.		Interview/ performance assessment
	Being Accountable Level: Essential Delivering my best work in order to meet my commitments.		Performance assessment
	Shaping the Future Level: Essential Looking for ways in which we can do things better.		Performance assessment
	Creating Shared Purpose Level: Essential Communicating an engaging picture of how we can work together.		Performance assessment only

Skills and Knowledge	Communication skills in both Polish and English (all responsibilities – level 1).		Short listing & Interview
	Computer skills (using Outlook, Excel, Word, Databases and Internet responsibilities – level 1)		Short listing
	Excellent self-organising and time management		Short listing
Experience		Experience in a role where dealing with customers is a key part of the role	Short listing
Qualifications			Short listing

Submitted by	Alicja Bugajło	Date	30 September 2013
--------------	----------------	------	-------------------