

Role Title

Young Learner and Operations Assistant (Teaching Centre)

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Teaching Centre Operations	J	Bulgaria (Sofia)	Two years	Student Services Manager

Role purpose

To ensure the safety and wellbeing of the British Council's Young Learner students and provide administrative support for the smooth day-to-day running of the Sofia Teaching Centre.

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.

Strategic Business Unit Overview:

The Sofia Teaching Centre provides an annual programme of English language courses for Young Learner (4-17) and Adult (18+) students. All Adult and most Young Learner classes take place in the main centre on Krakra Street in Sofia, but we also offer Young Learner classes in our partner centre in Lozenets (St. George International School) on Saturdays.

The Young Learner programme consists of two main 16-week terms between September and June and a shorter intensive summer school in June and July. Student numbers have grown rapidly in recent years and we currently offer courses for children across three life stages Early Years (4-5), Primary (6-11) and Secondary (12-17). Young Learner students have either two classes (1.5/2 hours) during the week or one class (3/4 hours) at the weekend (Saturday or - from September 2019 - Sunday).

The Adult programme consists of three 12-week terms between September and June and a shorter intensive summer session (July-August). Our core offer consists of General English, Business English and IELTS Preparation courses and students can take Regular (12-week) or Fast Track (6-week) courses. Most adult courses take place in the evenings on weekdays.

Along with two Coordinators, the postholder works as part of the Teaching Centre's Student Services Team and reports to the Student Services Manager.

Main opportunities/challenges for this role:

The Young Learner programme has seen strong growth in recent years and the Early Years, Primary and Secondary life stages are key segments for the teaching business

We are committed to providing all our Young Learner students with a safe, supportive learning environment and the postholder will play a key role in delivering on this promise and supporting the practical implementation of the British Council's Child Protection policy.

We are also committed to providing parents with excellent post-registration customer care. The postholder will help to ensure that our admin services and communications with students and parents are timely, efficient and effective, and they will be responsible for the administration of one of the online platforms used by Primary Plus and Secondary Plus students.

The postholder will be expected to work Tuesday to Saturday (Sunday-Monday weekend) or Sunday-Thursday (Friday-Saturday weekend) from mid-September to mid-June.

Organogram/Stakeholder Map

Marketing	Customer Services	Partners & Suppliers
Academic Management	Student Services Team	
Teachers	Students (& Parents)	

Main Accountabilities:

Provide effective supervision of Young Learner students while they are at the British Council or at our partner centre in line with British Council Child Protection Policy and our commitment to providing them with a safe, supportive learning environment.

Coordinate the work of the Young Learner Teaching Assistants (TA) and ensure accurate pay claims are submitted for approval/processing in time to meet monthly payment deadlines

Manage the stock of stationery and other teaching resources available in classrooms and in the Teachers' Room and help distribute books, folders and notebooks at the start of term.

Provide effective administrative support for users of the Primary Plus or Secondary Plus online platform ensuring that all users have access to the platform within a month of the start of their course and that subsequent access problems are promptly resolved

Support the Student Services Coordinators in creating and managing the class groups on ClassDojo (Early Years) and Edmodo (Secondary/Adults)

Key Relationships:

- Young Learner Students and Parents
- Student Services Manager and Coordinators
- Senior Teachers
- Teachers
- Teaching Assistants
- Head of Teaching Centre
- Global Learning Management System (LMS) Team

Role Requirements:		
Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Candidates must have the legal right to live and work in Bulgaria	Shortlisting
Direct contact or managing staff working with children?	Yes (regulated role)	n/a
Notes		
Person Specification:		Assessment stage
Language requirements		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> Bulgarian (C2 level) English (minimum B2 level) 		Shortlisting
Qualifications		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> First Degree 		Shortlisting
Role Specific Knowledge & Experience		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> Experience of working in an admin role as part of a team Understanding of child protection issues 	<ul style="list-style-type: none"> Knowledge of teaching and learning processes Previous experience of working with children 	Shortlisting and/or interview
Role Specific Skills		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> Confident user of Microsoft Office suite 	<ul style="list-style-type: none"> Experience of working with large volumes of data/databases 	Shortlisting
British Council Core Skills		Assessment Stage
<p>Communicating and influencing (level 2) Communicates clearly and effectively. 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 and audiences</p> <p>Planning and organizing (level 1) Is methodical and able to plan own work over short timescales for routine or familiar tasks and processes</p> <p>Managing risk (level 1) Follows good practice. Demonstrates understanding of risk management policies and procedures and record of following them</p> <p>Analysing data and problems (level 1) Is systematic. Breaks problems down into a list of tasks to be done and decides on appropriate action.</p>		Shortlisting and/or Interview

Role Requirements (continued):

British Council Behaviours	Assessment Stage
Connecting with others (Essential) Making regular opportunities to understand others better Working together (Essential) Establishing a genuinely common goal with others Making it happen (Essential) Delivering clear results for the British Council Being accountable (Essential) Delivering my best work in order to meet my commitments Creating shared purpose (Essential) and Shaping the future (Essential) used for performance management only	Interview
Prepared by:	Date:
Oliver Steel (Head of Teaching Centre)	June 2019