

**Job Description**
**Ref no:**

Job Title	Assistant Manager Library and Education Services		
Directorate or Region	South Asia	Department/Country	Jaffna, Sri Lanka
Location of post	Jaffna	Pay Band	PB 4 (Grade H)
Reports to	Branch Manager Jaffna	Duration of job	One-year fixed term contract

**Purpose of job:**

To develop, deliver and promote agreed Library and Education services in Jaffna and to increase library membership to given targets in line with British Council's Country, Regional and Corporate standards.

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

The purpose of the British Council is to create international opportunities for the people of the UK and other countries and build trust between them worldwide. We call this cultural relations.

At a country level, the British Council Sri Lanka is a vibrant operation delivering a high impact portfolio of projects. We have 25,000 members in our library, the largest membership in the British Council global network and run two of the largest British Council Teaching Centre and Exams operations in the world.

Jaffna is our newest and smallest office with a 5-classroom Teaching Centre, a Library – with approximately 4,000 books and 300 members, which we expect to increase to 1,000+ – and, an Exams operation. We opened in April 2014 in order to provide access to a full range of our products and services and we want to build the usage of our new centre as quickly as possible – mainly targeting English language learners and library members. Customer service is core to delivering and supporting our services.

The office also delivers a variety of grant and partner-funded projects, largely led from Colombo plus a range of other events.

**Accountabilities, responsibilities and main duties:**
**1. Management of the marketing and delivery of library products and services for the Jaffna Library:**

- Coordinates the planning of library resourcing in Jaffna in consultation with Colombo and Kandy library managers and delivers according to plans.
- Contributes to and participates in, financial and activity planning and agrees financial / impact targets for Jaffna.
- Plays a leading role in contributing to marketing and promotional strategic planning and, carries out agreed tasks to achieve regular growth in library membership.
- Evaluates the quality of products and services, measures customer feedback, agrees and implements action if/when necessary to make changes.
- Manages the range of library processes required to deliver the services as planned: develops library collections; conducts / facilitates annual user surveys; conducts Periodical user survey; and, conducts procurement and stock verification.

- Manages resources available in the library for delivery and achievement of agreed targets (*staff, equipment, systems and processes, including financial transactions*).
- Manages communication to staff and customers including responding to customer correspondence.
- Monitors and prepares financial, statistical and scorecard data for reporting.
- Manages the events and activities throughout the year according to the agreed annual plan (*for all libraries in SL*) plus other events specific to the Jaffna office).

## **2. Supporting the EdUK team in Colombo, in delivering education products and services in Jaffna:**

- Manages promotional activities, UCAS counselling and administration, student counselling, visa advice, UP/PG.
- Supports the Colombo office in evaluating the quality of products and services; levels of customer satisfaction; customer feedback; and in providing feedback to delivery and planning teams and to key stakeholders.
- Plans and agrees education project activity and targets for Jaffna and ensures delivery.
- Manages resources available for EdUK activity towards delivery and achievement of agreed targets (*staff, equipment, systems and processes*).
- Manages communication to (*staff*) and customers including responding to customer correspondence as agreed by the Education Team.
- Monitors and prepares financial, statistical and scorecard data for reporting.
- Responds to customer feedback to CS standards as agreed by the Education Team.
- Provides authentication service for UK certificates.
- Ensures financial transactions meet with financial regulations and corporate standards.

## **3. Supporting programme delivery activities in Jaffna:**

- Coordinates and assists in the delivery of agreed Arts and Cultural programme activity in Jaffna as and when required by the Arts Team.
- Manages Arts and Cultural events in Jaffna.

## **4. Line management of staff:**

- Line manages up to two team members in line with British Council HR policies.
- Implements effective knowledge management and, learning and development plans to meet the developmental needs of the team and the business requirements of the British Council Jaffna.
- Ensures all staff, including temporary helpers, are adequately trained and updated to deliver excellent customer service.

## **6. Acting as Deputy Branch Manager:**

- Delivers responsibilities of Deputy Branch Manager during timelines as agreed with Line Manager.
- Contributes to Jaffna management meetings.
- Contributes to the overall management of the Jaffna operation.

**Key relationships:**

- External customers and clients.
- All internal teams, covering all British Council activities and functions in Jaffna, Kandy and Colombo (*Library, Education UK and SIEM, Programme Delivery, Finance, HR, IT and Facilities, Marketing and Communications (MARCOMMS), Digital Delivery*).

**Other important features or requirements of the job:**

- The post holder will be asked to work a five day week (*with 2 consecutive days off*) for a total of 37.5 hours per week.
- The two-day weekend will probably not be Saturday-Sunday.
- Occasionally the post holder may be required to work extra hours depending on the urgency of a task and during busy periods.
- Flexible Hours to cover rosters and operational needs.

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

Sri Lankan citizen or in possession of a valid work visa to work in Sri Lanka.

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

In line with BC's Child Protection agenda, the post-holder is required to obtain a Police Report.

**Person Specification**

	Essential	Desirable	Assessment stage
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Connecting with others (<i>Essential</i>)</li> <li>• Making it happen (<i>More demanding</i>)</li> <li>• Being accountable (<i>Essential</i>)</li> <li>• Working together</li> <li>• Shaping the future</li> <li>• Creating shared purpose</li> <li>• (<i>All Essential</i>)</li> </ul>		<p>The first 3 are used at interview</p> <p>All are evaluated as part of Performance Evaluation</p>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Communicating and Influencing Skills (<i>Level 2</i>)</li> <li>• Planning and Organising (<i>Level 2</i>)</li> <li>• Using technology (<i>Level 2</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• Managing Finances and Resources (<i>Level 1</i>)</li> </ul>	Short listing, interview and written test in English
<b>Experience</b>	<ul style="list-style-type: none"> <li>• A proven track record of managing a library</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in line management</li> </ul>	Short listing and interview
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCE A/L or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Education to tertiary (degree) level</li> <li>• ICS awards</li> </ul>	Short listing and interview

<b>Language proficiency</b>	<ul style="list-style-type: none"> <li>English - written and spoken</li> <li>Tamil - written and spoken</li> </ul>		Interview
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