

Job Description

Ref no:

Job Title	Customer Services Officer - Teaching Centre		
Directorate or Region	South Asia	Department/Country	Teaching Centre, Kandy, Sri Lanka
Location of post	Kandy	Pay Band	Grade J/PB 3
Reports to	Assistant Manager Student Services	Duration of job	Indefinite contract

Purpose of job:

- To deliver frontline services to internal and external customers in order to meet customer needs and enable the British Council to meet its corporate objectives

Context and environment:

- The Teaching Centre (TC) Kandy can register up to 3000 students in an academic year. The Customer Services (CS) desk plays an important role in a large and very busy environment. They are the first point of contact for customers and clients in providing accurate information on our current programmes.
- British Council Sri Lanka is a vibrant operation delivering a high impact portfolio of projects such as Project English, International Climate Champions, and Connecting Classrooms. We have 22,000 members in our library which is 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.

Accountabilities, responsibilities and main duties:

(including people management and finance)

Client Relations and Customer Service

- To provide information about the Teaching Centre products and services both face to face, call centre, email, fax and mail and via SMS.
- To provide information and services to customers on all products and services offered by other units of British Council, both face to face or at the call centre
- Pass on 'Level Two' enquiries to relevant members of staff by appointment when necessary
- Proactively cross sell British Council and UK services to enquirers
- Direct enquirers to appropriate websites and databases
- To process customer payments for Teaching Centre services
- Ensure relevant and correct TC materials are available at front counter and oversee that notice boards are updated regularly
- Proactive collaboration with front line staff to ensure information about Teaching Centre products are understood.
- Fill up the presentation and display racks/stands at TC front of house displays for public
- Prepare and put event and term notices on notice boards and class rooms and update notices in a timely manner.

11. Model the values and principles of a collaborative, integrated and mutually supportive team which is committed to British Council Equality, Diversity and Inclusion (EDI) policy and maintaining corporate standards including EDI and Child Protection core requirements.
12. Web updates for TC Kandy
13. Support Teaching Centre management and teachers when conducting offsite placement test and courses. Ensure the required stationery is available.
14. Assist promotional and marketing activities of TC and other departments.
15. Respond to customer service inbox enquiries to the stipulated standards.

Administrative duties

1. Collect hand-delivered letters, parcels and other material over the counter on behalf of colleagues
2. Give information and/or refund forms. Take names of registers and inform relevant class teachers.
3. Assist with collection of Performance Scorecard data
4. Marketing and market research: Assist and participate in the promotion of all TC products i.e. via mailshots, press advertising, banners, promotional visits, attendance at exhibitions, fairs and other education events. Provide and assist in the collation of data as and when required by TC management.
5. Promotional materials: Order promotional materials from Teaching Centre, and prepare material when required, sometimes including translation from English to Sinhala and/or Tamil.
6. Display and prepare timetable notices, classroom changes, class notices and all other notices as and when requested.
7. Prepare placement testing booking sheet/file. Assist with placement testing (printing and preparing test papers, course menus).
8. Entering of registration details to Campus: Maintaining and updating waitlisted students' lists, Mail merges, preparing and sending out letters, text messages and notices as and when requested.
9. Promotional mailshots on termly basis and when preparing and sending out mail shots to contacts in Kandy database.
10. Extract students' lists; coordinate with teachers to get name checks, formatting the class list to upload it to the database and Printing of certificates.
11. Monitor classroom bookings.
12. Collect feedback from customers and send to Assistant Manager Student Services (AMSS) for guidance on common feedback/complaints
13. Prepare registration forms for events.
14. Prepare and put event notices on notice board and in classrooms.
15. Support the delivery of BC projects and events
16. Order stationery materials for TC and Kandy office following all procedures required from external suppliers.
17. To raise purchase orders, send invoices to suppliers, check and good receipts items on FABS
17. GTI Elevated User role and tech support for Kandy office.
18. Liaising with photocopier vendors regarding payments, stationery and repairs.
19. Storing of registration cards, placement test papers and other financial documents as instructed by AMSS
20. Preparation and storage of registers and register covers as per Financial Control compliance Framework (FCCF) compliance as and where relevant.
21. Prepare and distribute letters to inform students regarding changes, cancellations, holidays,

and parents day.

22. Maintain security stickers inventory.

23. Perform keyholder duties in compliance with security and financial requirements.

Finance

1. Receive payments for course fees and issue receipts on the CAMPUS system. All payments and receipts are in compliance with audit and FCCF standards.
2. Deliver a range of financial services including assisting Assistant Manager Student Services with reconciliation, process refunds, payments and invoices as per audit and FCCF requirements.
3. Reconcile payments on a daily basis with the CAMPUS systems and as relevant in compliance with FCCF requirements.
4. Raise purchase orders, send invoices to suppliers, check and good receipts items on FABS as per FCCF requirements.
5. Prepare banking in absence of AMSS and handing over cash to bankers.

Professional / Product knowledge Development

Actively and positively engage in professional development and performance management to ensure quality and high standards of operations are maintained in line with legislation and best practice.

Key relationships: (include internal and external)

Internally

- All British Council Sri Lanka staff

Externally

- Customers, existing and potential.

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

- Occasionally the post holder may be required to work extra hours depending on the urgency of a job/task.
- The Teaching Centre operates over a seven day week from 07 15 – 2030 Hrs. Customer Services staff work a 37.5 hour week on a roster basis and have a two day weekend that may or may not include Saturday or Sunday.

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 prior to appointment.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<ul style="list-style-type: none"> • Being accountable (level – essential) • Working together (level – essential) • Connecting with others (level – essential) • Creating shared purpose (level – essential) • Making it happen (level – essential) • Shaping the future (level – essential) 		<p>The first 3 are used at interview.</p> <p>All are evaluated as part of Performance Evaluation</p>
Core Skills and Knowledge	<ul style="list-style-type: none"> • Using Technology (level 1) • Communicating and Influencing (Level 2) 	<ul style="list-style-type: none"> • Managing Finances and Resources (Level 1) 	<ul style="list-style-type: none"> • IT selection task (Excel and Word) • Short listing and Interview and Writing task in English
Language proficiency	<ul style="list-style-type: none"> • English - written and spoken 	<ul style="list-style-type: none"> • Sinhala and/or Tamil - written and spoken 	Interview
Qualifications	<ul style="list-style-type: none"> • G.C.E. A/L or equivalent qualification 	<ul style="list-style-type: none"> • A distinction in English • Experience in customer service, with a good track record 	Short listing and interview

Submitted by	Assistant Manager Student Services	Date	30 October 2015
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