

## Job Description

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

### *Purpose of job:*

To assist Manager and Assistant Manager Student Services to deliver back office services to internal and external Teaching Centre customers in order to meet customer needs and enable the British Council to meet its corporate objectives.

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

- The Teaching Centre (TC) in Colombo has a student body of over 5000 ranging in age from 6 upwards and is open seven days a week and 12 hours a day.
- 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 second-level information about the TC products and services both face to face, call centre, email, fax and mail
- Pass on those that need further counselling or advice to relevant members of staff by appointment when necessary
- To contact the students with registration information i.e. telephone calls, via sms, emails, notices as and when necessary and directing of students/customers to relevant points during placement tests, beginning of term and during parent- teacher meetings and other related events
- Representing the TC at exhibitions and relevant events as and when needed
- Proactively cross sell British Council and UK services to enquirers and provide support to British Council projects and events as and when necessary
- Ensure relevant and correct TC materials are available at front counter and oversee that information related to TC on notice boards are updated in a timely manner
- Web, bookeo and updates to be done in a timely manner

## Administrative duties

- Display and prepare timetable notices, classroom changes and class notices as and when requested
- Preparing and distributing notices/letters to inform students of changes to classes, days and or times, class cancellations, regulations etc. as and when necessary
- Prepare placement testing booking sheet/file and assist with placement testing i.e. checking of students, timetable counselling, directing students etc. as and when needed and directed by Assistant Manager Student Services/Manager Student Services
- Ensure that the students registration cards i.e. waitlisted and registered are filed in an appropriate manner
- Ensure that the documents from Customer Services is collected timely and filed in an appropriate and relevant manner at the TC
- Entering of details on Young Learner and Professional Training Centre contacts database and preparing, mail merging and sending letters, emails, notices and making phone calls as and when requested
- Update the Young Learner family discounts spreadsheet termly
- Printing of certificates and reprints termly
- Collect feedback from customers and send to Manager Student Services
- Collation of marketing information from student cards and other relevant sources in discussion with Manager Student Services
- To order stationery materials following all procedures required from external suppliers
- To raise purchase orders, send invoices to suppliers, check and good receipts items on FABS
- Create customers on Campus and print registers as and when requested
- Maintaining and updating student wait list and assist with mail merges, prepare and send out letters, text messages and notices as and when requested
- Assist with the storage of registers and uncollected certificates by contacting students, distributing and or sending of uncollected certificates
- Assist with preparations of parent-teacher meetings - On the day and during parent-teacher meetings provide the needed support to Assistant Manager Student Services/Manager Student Services to ensure the event happens efficiently and successfully
- To support Manager ICT, TC with the student academic database i.e. cleaning of data, downloading the relevant data for Customer Services, Student Services, TC Academic team and teachers
- Translations in relevant language to be done as and when needed

## Finance

- Deliver a range of financial services including assisting Manager Student Services with reconciliation, process refunds, payments and invoices

## *Key relationships: (include internal and external)*

- Internally - All Teaching Centre staff, Customer Services staff
- Externally - Customers

<b>Other important features or requirements of the job</b> (e.g. travel, unsocial/evening hours, restrictions on employment etc)	
<ul style="list-style-type: none"> <li>Occasionally the post holder may be required to work extra hours depending on the urgency of a job/task.</li> <li>The Teaching Centre operates over a seven day week from 0730 – 2030 Hrs. Staff work on a roster basis and have a two day weekend that may or may not include Saturday and/or Sunday.</li> </ul>	
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.	Under our Child Protection agenda, the post-holder is the post-holder is required to obtain a Police Report prior to appointment.

### Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<b>Behaviours assessed during interview stage of recruitment process</b> <ul style="list-style-type: none"> <li>Working together (Level - essential)</li> <li>Being accountable (Level – essential)</li> <li>Making it happen (Level – essential)</li> </ul> <b>Behaviours not assessed during recruitment process</b> <ul style="list-style-type: none"> <li>Connecting with others (Level - essential)</li> <li>Creating shared purpose (Level – essential)</li> <li>Shaping the future (Level – essential)</li> </ul>		The position holder will be required to demonstrate <u>all six behaviours</u> , on the job. These will be assessed during year end performance evaluations. Behaviours to be assessed during the interview stage of recruitment are mentioned
Skills and Knowledge	<ul style="list-style-type: none"> <li>Using Technology (level 1)</li> <li>Communicating and Influencing (level 1)</li> </ul>	<ul style="list-style-type: none"> <li>Managing Finance and Resources (Level 1)</li> </ul>	Shortlisting and at interview
Other Skills	<ul style="list-style-type: none"> <li>Proficiency in Sinhala and/or Tamil</li> </ul>		Shortlisting and at interview
Qualifications	<ul style="list-style-type: none"> <li>G.C.E. A/L or equivalent qualification</li> </ul>	<ul style="list-style-type: none"> <li>A distinction in English at O/L</li> </ul>	At interview and a placement test or writing task to be given

Submitted by	Manager Student Services	Date	February 2016
Post holder		Date	