

Role Title

Teaching Centre Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administration	J	Qatar	Part-Time, Fixed Term	Student and Parent Liaison Coordinator

Role purpose

To deliver high quality and efficient customer services to internal and external teaching centre customers, meeting customers' needs and enabling the British Council to achieve its objectives. To support the Teaching Centre in the delivery of quality courses (especially Young Learners), in particular by assisting teachers to monitor young learners.

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.

Geopolitical/SBU/Function overview:

The British Council has been operating in Qatar since 1972, and currently employs 85 full time staff from a very diverse background.

The Doha Teaching Centre provides English Language courses for Adults and Young Learners, including Professional English Language courses & Exams preparation courses. The Teaching Centre consists of a Director English Language Services, Deputy Teaching Centre Manager, 4 Senior Teachers, Registrar, Business Support Manager, Student Services Coordinator, Corporate Student Services Coordinator, Student and Parent Liaison Coordinator and around 25 teachers. We also enjoy the support of a large Customer Service team.

There are four full Academic terms between September and May, and three shorter terms during the summer. During a regular term, the centre will have around 700 YL students enrolled.

Main opportunities/challenges for this role:

- To support and assist the Teaching Centre's administration, and customers, in the day-to-day delivery of quality courses.
- To deal with sometimes difficult YL behaviour, and to communicate professionally, appropriately and effectively with YL parents.

- *To deal with customers, students and colleagues from a wealth of diverse backgrounds.*

Main Accountabilities:

Young Learner Support

- *Acting as a Young Learner Teaching Assistant to support teachers delivering classes to children. This will include monitoring and encouraging good learner behaviour in and outside of the classroom, ensuring Child Protection and Health and Safety standards are met, supporting teachers in and out of the classroom as needed with Early Primary, Primary, Early Secondary and Secondary students, acting as a translator for lower levels, etc.*
- *Assisting teachers in young learner lessons, for example supervising young learners who need to leave the classroom (e.g. to go to the toilet or if they are feeling unwell), as directed by the teacher, assisting in maintaining good classroom and behaviour management and supporting young learners in participating in learning activities.*
- *Liaising with teachers and Registrar/Customer Services Manager in relation to absent young learners and, if necessary, adult students.*
- *Covering or deputising for the student and parent liaison coordinator when needed as per agreed duties and time periods (i.e. during annual leave).*

Customer Services

- *Meeting and greeting, and otherwise coordinating students on the first day of courses each term.*
- *Coordinating the customer flow during registration periods by assisting and ushering students through the customer journey.*
- *Assisting in answering first level enquiries, face-to-face or on the phones, relating to British Council activities in country to the satisfaction of customers and according to Customer Service Standards.*
- *Dealing with second level (specific) enquiries or referring them to the appropriate person within the office who can deal with them.*
- *Responding appropriately to email / letter enquiries.*

Administration

- *Working with Registration team and Customer Services to ensure waiting lists are fully monitored and updated according to the agreed standards.*
- *Working with the Teaching Centre and Registration team and Customer Services to contact and inform customers about new classes and courses and about any changes to class schedules.*
- *Ensuring that BC tests, registration forms, class fills, class lists, registers, timetables, and any other documents are handled to agreed information management standards.*
- *Participating in the delivery of the Teaching Centre's agreed marketing and promotion strategy by assisting in the distribution, collection and collation of surveys, feedback forms, etc.*

Child Protection

- *Abiding by the British Council Child Protection policy standards*
- *Actively monitoring young learners for signs of distress and promptly acting on concerns of abuse in line with dedicated British Council processes*

Other important features or requirements of the job:

-

Key Relationships:

Internal

- *Teachers, Registration Team, Customer Service staff, Teaching Centre Management,*

including Student and Parent Liaison Officer, Registrar, and Customer Services Manager

External

- Young Learner students, Parents of Young Learners, Adult students.

Role Requirements:

Threshold requirements:	Assessment stage
<p>Passport requirements/ Right to work in country</p>	<p>n/a</p>
<p>Preference will be given to applicants who currently hold a transferable Qatari Residence/Work Permit.</p> <p>Gaining residency in Qatar is a complex process and many restrictions apply. We strongly advise you to consult our guidance document BEFORE applying for vacancies at the British Council, Qatar.</p> <p>The main issues to take into consideration are;</p> <ol style="list-style-type: none"> 1. The Qatari authorities have placed restrictions on certain categories of people. As such, Residence Permits currently cannot be gained by; <ol style="list-style-type: none"> a. Nationals from certain countries - the list of affected countries is not publicised and changes without notice. b. Those aged 60 or above c. Unmarried partners - only married partners may be sponsored and therefore obtain the appropriate residence permit. It is unlawful in Qatar for unmarried partners to cohabit. d. Male children above 25 years old and not enrolled in higher education 2. For reasons that are beyond our control, it is unfortunately not possible for female employees sponsored by the British Council to sponsor accompanying family members. 3. Male employees can only sponsor their accompanying family members if their salary is equal or greater than QAR10,000. 4. Holders of passports containing an Israeli stamp will not be granted visas to Qatar 5. Successful candidates will need to provide many documents, some of which must be legalised. This is mandatory to gain residency in Qatar. Unfortunately, distance or online learning programs are not recognised in Qatar. 6. Medical tests are carried out in-country before a residence permit is granted – tests for major infectious diseases are carried out. The British Council has no control over this process. 7. It takes a minimum of 4 months for a person to be able to sponsor spouse and children to gain residency in Qatar. In general, family members will not be able to accompany the staff member to post from the onset of the contract. <p>Fulfilling the above requirements does not guarantee</p>	

	that we will be able to secure the appropriate visa or permit for you or your family members. Unfortunately, the British Council has no control over such governmental decisions.	
Direct contact or managing staff working with children?	Yes. Appropriate police checks and three satisfactory references are mandatory	n/a
Notes	<p>Working Hours</p> <ul style="list-style-type: none"> ▪ <i>This is a part-time contract (24 hours/week)</i> ▪ <i>Weekend pattern can be Thurs-Friday or Sun-Mon as we operate 7 days a week.</i> <p>Saturday 08:30 am to 04:30 pm Sunday to Wednesday 02:45 pm to 07:00 pm Thursday 03:30 pm to 07:30 pm Friday 08:30 am to 04:30 pm</p> <p><i>At certain times of the year, and for short defined periods, this post may involve flexible working hours which will be compensated with time off in lieu. This may include:</i></p> <ul style="list-style-type: none"> ▪ <i>Spilt shifts and/or Evening Shifts in registration periods</i> ▪ <i>Extra working hours according to business needs remunerated via Time Off In Lieu</i> 	
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ English at proficiency level C1 ▪ Spoken Arabic at proficiency level C1 		<p>Short listing and Interview</p> <p>British Council English test mandatory if proof of level not available. Spoken and written Arabic to be tested at interview stage</p>
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ High school degree 	<ul style="list-style-type: none"> ▪ University Graduate ▪ International Computer Driving Licence (ICDL) 	Short listing
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ <i>Working/volunteering experience in customer-facing role</i> ▪ <i>Intermediate command of MS Excel, Word and Outlook.</i> 	<ul style="list-style-type: none"> ▪ <i>Experience of working with children</i> 	Short listing and Interview

British Council Core Skills	Assessment Stage
<p>Communicating & Influencing (Level 1) - Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</p> <p>Planning & Organising (Level 1) - Able to plan own work over short timescales for routine or familiar tasks and processes</p> <p>Using Technology (Level 1) - Able to use office software and British Council systems to do the job and manage documents or processes.</p>	Shortlisting AND Interview
British Council Behaviours	Assessment Stage
<p>Connecting with Others (Essential) - Making regular opportunities to understand others better</p> <p>Working Together (Essential) - Establishing a genuinely common goal with others</p> <p>Being Accountable (Essential) - Delivering my best work in order to meet my commitments</p> <p>Making it Happen (Essential) - Delivering clear results for the British Council</p>	Interview
<p>Creating Shared Purpose (Essential) - Communicating an engaging picture of how we can work together</p> <p>Shaping the Future (Essential) - Looking for ways in which we can do things better</p>	Required for the role but not assess at short listing and interview
Prepared by:	Date:
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