

Role Title

Information Desk Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Fixed Term Contract	J	Doha	1 year	Customer Service Manager

Role purpose

To consistently provide high quality, welcoming and efficient integrated enquiry services for activities, products and services across our different business sectors through your role on the Information Desk and as the first point of contact for all walk-in customers and visitors.

Information Desk Assistants will usher customers and visitors to the right services, departments or staff members, will answer customer enquiries across a number of areas (Teaching Centre, Exams, programs, projects...) and provide support on the usage of the queuing machine and collect data that will feed into our various statistics requirements

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 Customer Service team is a group of ten Customer Service Advisors led by a Customer Service Manager and a Deputy Customer Service Manager.

The Customer Service Department aims to move from basic customer service built on a transactional base, to a customer-focused operation which delivers a more personalized and higher quality service. Our vision is to offer the most trustworthy, inspiring and effective customer service, requiring the least effort from our customers, and where customers experience an outstanding service that enhances the reputation of the British Council.

The British Council MENA customer service teams maintain standard KPIs that are evidenced by the annual Mystery Shopping and Customer Effort Assessment. These standards are reflected in the day to day operations and deliverables.

Main opportunities/challenges for this role:

- Working with diverse audiences. This is a perfect chance to practice soft skills and learn to effectively communicate across cultures.
- An opportunity to start a career with minimal experience or education.
- A chance to participate in various events and exhibitions with our Partnerships and Programmes Department.
- Dealing with difficult personalities/complaints. The Information Desk Assistant, using techniques learned during training, must help the customer calm down and gain confidence in the British Council.
- To ensure material and displays are always up to date and accurate and all computer and audio/visual resources are in functioning order

Main Accountabilities:

1. Information services and learner support

- To greet all walk-in customers and visitors in a professional and welcoming manner
- To identify, understand and meet every customer's needs and check that their needs have been met to ensure we attain our customer service and corporate targets as well as maintain our brand promise.
- To respond to enquiries in a positive and professional manner and in accordance with the British Council Customer Service Standards and Policies
- To deal with 'first level' customer complaints and to provide suggestions if appropriate to do so
- To refer difficult enquiries/complaints to the next level of enquiries appropriately
- To provide customers with all kind of certificates (IELTS, Edexcel, Cambridge...)
- To provide support on the usage of the queuing machine
- To approach customers proactively and offer help with finding information and using resources
- To highlight further resources and self-access materials that may be useful to enquirer/answer query if appropriate
- To promote and cross sell BC products and services in a professional manner.

2. Collection, facilities and space management

- To ensure stocks are appropriately classified, labeled, displayed and sign-posted
- To ensure materials and displays are always up to date and accurate
- To ensure all computer and audio/visual resources are in functioning order
- To ensure furniture and equipment is clear and ready to use
- To ensure all displayed materials on board and shelves are always up-to-date
- To ensure the front of house area and display materials are maintained to a suitable standard

3. Continuous professional development

- To maintain a working knowledge of what is happening at the British Council.
- To ensure you are up to date on all information relating to your job by asking for relevant written guidance, briefings, coaching, shadowing and training where appropriate through the Customer Service Manager and other relevant staff in all departments.
- To maintain close working relationship through briefings with teams about current and up-coming events and activities and the ways that they can be supported (e.g. provision of promotional flyers and/or posters detailing an education exhibition)
- To identify improvements you can make to your service delivery and with your line manager draw up deliverables and a development plan.
- To comply with all corporate policies, including Performance Management, Child Protection, Equal, Diversity and Inclusion...

4. Passing on customer feedback

- To record statistics relating to enquiries accurately and to agreed standard
- To communicate examples of Customer Service Success Stories to the Customer Service Manager

5. Administrative and IT duties

- To use IT efficiently and in accordance with IT policies and standards

- To follow handover procedures on a daily basis in line with agreed system

6. Assist Teaching Centre and Exams unit in daily operations

- To liaise with the Exams in contacting exams candidates as needed
- To maintain the usage of the Exams log book for collection of statements and certificates

Key Relationships:

Internal

- Customer Services colleagues, Teaching Centre management team, Registration department, Examinations department, other departments within office

External

- Corporate clients, members of the public

Role Requirements:

Threshold requirements:		Assessment stage
<p>Passport requirements/ Right to work in country</p>	<p>Priority 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"> 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"> Nationals from certain countries - the list of affected countries is not publicised and changes without notice. Those aged 60 or above 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. Male children above 25 years old and not enrolled in higher education 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. Male employees can only sponsor their accompanying family members if their salary is equal or greater than QAR10,000. Holders of passports containing an Israeli stamp will not be granted visas to Qatar 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. 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. 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 	Shortlisting

	<p>members will not be able to accompany the staff member to post from the onset of the contract.</p> <p>Fulfilling the above requirements does not guarantee 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.</p>	
Direct contact or managing staff working with children?	Yes	N/A
Notes		
Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> English – Listening, Speaking, Reading at Proficiency Level B2 Arabic - Listening, Speaking, Reading at Proficiency Level C1 		<p>Mandatory Aptis test (provided by us) if shortlisted candidate cannot provide valid proof of English level</p> <p>Spoken and written Arabic to be tested once candidate shortlisted.</p>
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <i>High School certificate as a minimum</i> 		<i>Shortlisting</i>
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <i>Some work or volunteering experience dealing with members of the public</i> 	<ul style="list-style-type: none"> Experience in a similar role 	<i>Shortlisting and Interview</i>
Role Specific Skills (if any)		Assessment Stage
		<i>Shortlisting and Interview</i>
British Council Core Skills		Assessment Stage
<p>Communicating & Influencing (Level 2). 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/audiences.</p> <p>Analysing data and problems (Level 1). Able to break down problems into a list of tasks to be done and decide on appropriate action</p> <p>Using technology (Level 1). Able, with adjustments if necessary, to use office software and British Council systems to do the job and manage documents or processes.</p> <p>Planning & Organising (Level 1). Able to plan own work over short timescales for</p>		<i>Shortlisting and Interview</i>

<i>routine or familiar tasks and processes</i>	
British Council Behaviours	Assessment Stage
<i>Working Together (Essential). Establishing a genuinely common goal with others</i>	<i>Interview</i>
<i>Making it Happen (Essential). Delivering clear results for the British Council</i>	
<i>Being Accountable (Essential). Delivering my best work in order to meet my commitments</i>	
Prepared by:	Date:
Sally Eid – Customer Service Manager	23 February 2017