

Role Title

Operations Officer, Teaching Centre, Japan

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administration	Local Grade H	Tokyo, Japan	Permanent	Operations Manager

Role purpose

- To support the Operations Manager on ensuring the smooth day-to-day operations of our Teaching Centre
- To provide professional business support to the overall Teaching Centre operation in compliance with agreed standards
- To foster collaboration and cooperation between Teaching Centers operational and academic management staff, and all internal and external stakeholders through effective communications.

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.

The Tokyo Teaching Centre runs a wide range of courses both on-site and off-site in the city. The Operations Officer plays a key support role in delivering the high-quality service our customers expect in terms of ensuring that there are always appropriate classrooms and teachers for each class.

Accountabilities, responsibilities and main duties:

Accountabilities:

- Ensure efficient teacher scheduling according to standards agreed with Operations Manager
- Meet or exceed Operations KBIs, including class-fill and Teacher Utilisation
- Ensure that all financial and administrative processes are appropriately handled

Responsibilities:

- Teacher scheduling and communication
- Data preparation and management
- General finance and administration duties, support for Teaching Centre operations and activities

Main duties:

General Administrative duties for all onsite and offsite English programmes including, but not limited to the followings:

- Control classroom booking of Teaching Centre (requesting building opening request and taking advance booking from other sections and releasing room booking sheets on a monthly basis)
- Create, maintaining and update the planned classes on the system (TCMS, myClass CMS)
- Inform teachers of assigned offsite courses and record their marking hours to their working hours when applicable
- Input data on the monthly Teaching Centre timetable and teacher's schedules / working hours and share it with teachers and the relevant team
- Adjust teaching schedule timetables to account for teacher changes and class cancellations
- Rotate on call duty and contacting cover teachers when necessary
- Maintain the teachers' leave / working planner up to date including recording sick off and TOIL
- Maintain the availability of hourly paid teachers up to date and provide HR with the necessary information of hourly paid teacher contracts for contract issuance
- Coordinate with the relevant section (IT, Resources, SCM team, and Academic team) for the onboarding process for all new teachers
- Mobility and onboarding administration for new teachers/ managers including visas, flights, hotel booking, accommodation, schooling etc.
- Manage working schedule of Young Learner Assistants (YLAs), create necessary documents for YLA monthly payroll process, liaise with relevant temp agencies
- Maintain placement testing booking system (Booked) by opening/closing slots when needed sharing the task with SCM admin staff
- Vendor management e.g. for external training and internal Professional Development Scheme (PDS), liaise with vendor bookstore to have new materials ready for teachers and students well in time before the term starts
- Data input, tracking, gathering and analysis using the system applications (TCMS, myClass CMS) and MS Excel
- Teaching Centre finance-related tasks such as daily cash desk reconciliation log, refund, cashing up and Income Reconciliation, cash flow forecast
- Procurement related tasks such as raising PO and marking goods receipt
- Process endorsement request from external stakeholders
- Other relevant administration work (e.g. collecting data when required) (assigned by the line manager)

Key Relationships:

Internal

- Operations Manager
- Director English Language Services (DELS) and Teaching Centre Management (TCM) team
- Teachers
- Young Learner Assistants
- Sales and Customer Management (SCM) Team
- Teaching Centre Marketing Team
- Colleagues working in Resources, Finance and HR

External

- Supplier and Service Providers (e.g. temp agencies)

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Japanese working visa or Japanese national	Shortlisting
Direct contact or managing staff working with children?	No	N/A
Notes	As per national requirements for Police checks and Pre-employment medical checks Working hours will include evening and weekend work	
Person Specification:		Assessment stage
Language requirements		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> • Good spoken and written English (IELTS 6.0 or above) and native speaker level of Japanese 		Shortlisting and interview
Qualifications		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> • First Degree 		Shortlisting
Role Specific Knowledge & Experience		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> • Minimum 3-year experience of working in an administrative environment • Proven ability to deliver tasks to tight deadlines 	<ul style="list-style-type: none"> • Experience of working in an English-speaking office environment 	Shortlisting and interview

Role Specific Skills		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> • Attention to detail • Strong communication skills • Strong organization skills • Able to work with a team • Competent Excel skills 	<ul style="list-style-type: none"> • Competent overall IT skills (MS Office software) 	Shortlisting and Interview
British Council Core Skills		Assessment Stage
<ul style="list-style-type: none"> • Managing people (Level 1): <i>Supports others</i> • Communicating and influencing (level 2): <i>Relates communications to circumstance</i> • Planning and organizing (Level 2): <i>Plans ahead</i> • Analyzing data and problems (Level 1): <i>Is systematic</i> • Managing finance and resources (Level 2): <i>Uses financial systems and processes</i> • Using technology (Level 2): <i>Operates as an advanced user</i> • Managing risk (Level 1): <i>Follows good practices</i> 		Shortlisting and Interview
British Council Behaviours		Assessment Stage
<ul style="list-style-type: none"> • Creating shared purpose (Essential): <i>Communication an engaging picture of how we can work together</i> • Connecting with others (Essential): <i>Making regular opportunities to understand others better</i> • Working together (Essential): <i>Establishing a genuinely common goal with others</i> • Being accountable (Essential): <i>Delivering my best work in order to meet my commitments</i> • Making it happen (Essential): <i>Delivering clear results for the British Council</i> • Shaping the future (Essential): <i>Looking for ways in which we can do things better</i> 		<p>Interview only: -Working together -Making it happen -Shaping the future</p> <p>Not assessed at recruitment stage, but subjected to performance management: -Creating shared purpose -Connecting with others -Being accountable</p>
Prepared by:		Date:
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