

Role Title

IT & Facilities – East & North East

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Advisory, policy and Expertise	4	Kolkata	6 Months	IT & Facilities

Role purpose

To provide administrative services to others within clear guidelines, subject to some direct supervision in the Area offices. Responsible for operation of routine administrative tasks, usually supervised either by their manager or by the system itself. Interaction with others is based on the requirement to provide and act upon simple requests for information.

Geopolitical/SBU/Function overview

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 South Asia region is of high priority for the UK and includes India, Pakistan, Bangladesh, Afghanistan, Sri Lanka, Iran (non-represented) and Nepal.

The British Council In India

In India, the British Council has been operating since 1948. Our vision is of a bilateral relationship strengthened by improved economic, social and cultural opportunities for the next generation of young people in India.

2018 we celebrated 70 years of the British Council in India

In this dynamically diversifying region and in the context of a changing government funding environment, our challenge is to maintain and develop the UK's cultural, educational relationships and influence. Central to this is our commitment to supporting links between India and the UK, and the development of strong bilateral relationships between the two countries. We do this by connecting people at Government, institutional, community and individual level.

We are funded through a mix of Government grant and earned income, which enables us to scale our impact and best serve our UK stakeholders and those we engage with. Our business model is to lead surplus generating business in English and our multimillion-pound Exams. business and growing self-sustaining and partnership-driven programmes in Education, Society and Arts fields. We are increasingly focused on generating maximum impact with our audiences with minimum draw on UK government funds. Increasingly, we are working to maximize impact and the return on

on investment.

Priorities for our strategy in India to 2020:

- Contribute to India's prosperity by raising standards of teaching and learning of English and helping young Indians improve their employment prospects
- Support the ambitions of young people in India who want to study or work overseas by providing easy access to examinations from over 130 internationally recognized universities and awarding bodies
- Supporting international research collaboration and enabling student and academic partnerships and mobility between universities, governments and industry
- Support the development of India's creative and knowledge economy and inspiring millions of people through the arts Support inclusion and strive for systemic change.

East and North East India

The British Council wants to extend its work in East and Northeast India beyond existing centres in Assam, Bihar, Odisha and Bengal with a focus on Northeast states, where new opportunities are emerging. With nearly 30% of India's population residing in the East and Northeast, the region is extremely diverse in its demographics, culture, languages and politics. It is the strategic doorway to Bangladesh, Nepal, Bhutan, Myanmar, Thailand and East Asia and its importance is underscored by Prime Minister Modi's "Act East Policy". The area has some economic, development and political challenges. The entire region is an important market for our products and services in education, skills and English and the vibrant arts, culture and sports scene makes the region an ideal platform for sustainable partnerships in these areas with the British Council and UK organisations. This post is also responsible for exploring programme activity in Bhutan.

Main opportunities/challenges for this role:

- Appropriate resolution of routine enquiries.
- Tasks completed to agreed quality and timescales.
- Adherence to internal systems, processes and procedures.
- Provision of task-based support to projects.

Main Accountabilities:

Advisory, Policy and Expertise

- To support the work of the Facilities team in Area by providing comprehensive administrative support to the full range of business support services, including estates, UK staff residences, vehicles, equipment and assets for a safe, efficient and fit-for-purpose working environment for staff and customers.
- Respond to simple, routine enquiries, escalating where necessary.
- Provide basic administrative support, e.g. keep and update mail and correspondence, both incoming and outgoing.
- Prepare standard reports/documents in line with procedural guidelines.
- Maintain existing database to store files and data, etc. in specified formats.
- Provide administrative support in the arrangement of meetings, internal and external events and on projects.
- Follow up with vendors (including the British Council's outsourced Facilities Management suppliers) for payments, invoices against purchase orders, and share information with stakeholders their payment status
- Ensure timely vendor creation is done using the online system
- Ensure that there are no open purchase orders, and ensure that all facilities and resources-related purchase orders are raised correctly and on time.

- Ensure connections, issuance of Internet Dongles, Office mobiles and Voice connection, process monthly billing. Ensure activation and deactivation of connections.
- Ensure regular updates of user details and record changes
- Assist in the procurement of phones /SIM and Data cards
- Assist new joiners with issuance of business cards and access cards. Record issue and return of identity cards, BHC passes for regular, contractual, temporary staff and contractors
- Maintain Gift Register for Delhi
- Update Invoice Trackers for British Council Premise and Expat Houses Invoices
- Reviewing Expat Lease Tracker – review and update expat lease tracker to ensure timely Rental payments to landlords
- Ensure that all office vehicle insurances are valid. Monitor maintenance, usage and timely renewal of road tax exemptions

Customers & Stakeholders

- Coordinate with clearing agents for clearance of consignments of imported supplies and materials.

Risk & Compliance

- Record Signed Fixed Asset and Inventory sheets for Audit purpose
- Ensure timely vendor reconciliations

Analysis & Reporting

- Ensure proper documentation is provided for consignment clearance

Commercial & Resource Management

- Obtain quotes based on business requirements, create purchase orders, process invoices, and at all times follow British Council procurement guidelines and practice
- Update fixed assets and Inventory lists Annually
- Co-ordinating Auction/sale of scrap
- Ensure all Facilities AMCs are notified timely.

Key Relationships:

Internal

- Heads of business and programme teams
- Area Director- Resources
- Facilities & IT team members
- Staff visiting from other British Council offices

External

- Vendors and Suppliers

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Legal right to work in India	Shortlisting
Notes (if any)*		

Person Specification:		Assessment stage
Qualifications		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Graduation or Equivalent	N/A	Shortlisting
Role Specific Knowledge & Experience		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
N/A	Relevant work experience	Shortlisting and interview
Role Specific Skills		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> May have some relevant work experience or equivalent vocational training with regards to their work processes. Good written and oral language skills. Familiarity with the relevant departmental procedures, policies and guidelines. Knowledge of a range of standard computer software, e.g. Microsoft Office, 	N/A	Shortlisting and Interview
British Council Core Skills		<i>Assessment Stage</i>
<ol style="list-style-type: none"> Communicating and influencing (Level 2): Relates communications to circumstances - <i>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.</i> Planning and organizing (Level 1): Is methodical <i>Able to plan own work over short timescales for routine or familiar tasks and processes.</i> Analysing data and problems (Level 1): Is systematic <i>Breaks down problems into a list of tasks to be done and decides on appropriate action.</i> Managing risk (Level 1): Follows good practices <i>Demonstrates understanding of risk management policies and procedures and record of following them.</i> Managing Projects (Level 2): Analyses project data <i>Examines project data and performance, reporting on progress and recommending corrective action as needed</i> 		Shortlisting and Interview
British Council Behaviours		<i>Assessment Stage</i>
Connecting with Others (Essential): <i>Making regular opportunities to understand others better.</i>		Interview
Working Together (Essential): <i>Establishing a genuinely common</i>		

<i>goal with others.</i>	
Prepared by: HR	Date: 23 rd October 2019

