**Responsibilities and main duties**

**Business Delivery**

* To provide administrative and operations support to the management, delivery, and promotion of British Council English language services, as per agreed plan and standards.
* Assist in planning and delivery of English language courses. Provide administrative support to internal and external customers to agreed standards, and according to procedures and policies.
* Administrative, delivery and logistical such as printing certificates, distribution registers and doing timetable as required to support English language products, services, and programmes. This will include travel management, venue management, stationery vendor management, and resource management as specified by the activity manager.
* Issuance of Letters of Agreement or contracts for contracted staff, and Business Cases based on the input received from activity manager
* Work on operational systems such as payment and registration systems and SAP TCMS course platforms
* Ensure scorecard data and evidence (including digital) is collected and collated in line with processes set down by English Scorecard Manager
* Sharing appropriate content with partners/clients/customers within the agreed timeline and proper record maintenance of the same
* Updating events calendar, uploading internal articles and keeping communication staff updated on events and visitors.
* Recommends other British Council services to enquirers with a view to cross selling.
* Provides basic administrative support, e.g. Copies educational certificates, logs enquires and distributes mail.
* Support delivery of the CELTA programme, by responding to applications, managing the interview and selection process, and providing logistical support before, during and after the course.

**Customers & stakeholders**

* Co-ordinate first and second level communications with customers/clients/partners and vendors.
* Work closely with customer services and marketing teams in planning, delivery, reporting, knowledge management and training activities relating to customer service and customer management systems
* Respond to simple, routine enquiries escalating where necessary.

**Risk & compliance**

* Support procurement process, vendor management and customer creation on SAP, including purchase order creation, goods receipt, processing claims, sales orders, vendor and customer creation as per British Council standards.
* Operates within established SLA timescale with a customer service focus.

**Analysis & reporting**

* Documentation of necessary documents (Letters of Agreements, contracts etc.) and update in system as per audit requirements.

**Commercial & resource management**

* Complete required financial tasks as per British Council Financial guidelines and provide accurate financial information when requested, including:
* Provision of financial data for reporting purposes
* Manage a system for accurately recording the details of invoice processing and receipt of payment