**Section A - Information about the vacancy**

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| Recruitment Responsibility | Director English, Hungary | Date | 14/05/2019 |
| Location | Budapest, Hungary | Job Code | ICSA 05-19 |
| Job Title | Integrated Customer Services Assistant | Job Type | Part time (80%) |
| Start Date | 1 July 2019 | Closing Date for Applications | Sunday 02nd June 2019 |
| Advertise job | Internally/Externally | Number of posts | 1 |

**Local restrictions on employment (if any)**

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| Applicants must have the right to live and work in Hungary. |

**Security or legal checks required for the role**

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| Criminal record check. |

**Section B - Geopolitical/SBU/Function overview**

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| British Council Hungary is part of the North-East cluster of countries within the EU Region. This is led by Poland and covers the three Baltic States and the three Central European countries – Czech Republic, Slovakia and Hungary. Teams in Hungary work closely with colleagues in Bratislava and Prague.  Budapest is a small operation, focussed on the teaching of English, delivery of UK qualifications and project work covering Education, Arts and Society. Approximately 18 contract staff, a further 20 freelance teachers and a large number of Exams freelance staff work out of Budapest and one regional post is based here. |

**Section C - Information about the terms and conditions of service (TACOS).** *Whilst the information below was accurate at time of writing, specific details and entitlements are subject to change.*

**Job Overview**

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| Integrated Customer Services Assistants deliver high quality front line enquiry and registration services for British Council Hungary activities, in line with Corporate Customer services standards and other internal requirements and procedures.  ICS Assistants are expected to manage enquiries (face to face, phone and email) and work with  a range of systems (Teaching Centre Management System, Exam online registration systems, Access database) to ensure the smooth running of Exams registration and the Teaching Centre  and contribute to an excellent customer experience. | | | |
| Contract Length | 24 months (initially) | No. of Staff Managed | N/A |
| Contract hours | Part time (28 hours per week) | Monthly salary (local, gross) | From 180 800,- HUF to 216 800,- HUF |

**Income Tax & National Insurance**

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| The salary is a subject to locally required deductions (currently 34%: personal income tax, pension, health, sickness, unemployment contribution) which will be made at source. In case of any local legal change of deduction, British Council Hungary will follow local regulations. |

**Fares & Travel**

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| Not applicable. |

**Baggage Allowance**

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| Not applicable. |

**Annual Leave Allowance**

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| Depending on age, according to Hungarian labour law. |

**Medical Allowance**

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| Subject to the local Hungarian health care system. |

**Settling-In Allowance**

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| Not applicable. |

**Accommodation Allowance**

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| Not applicable. |

**Any Other Allowances**

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| Home Internet reimbursement (up to HUF 5,000). |

**Section D - Information about the place**

**Country Overview**

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| Hungary is a landlocked country in Central Europe that covers an area of 93,030 square kilometres. It is bordered by Slovakia to the north, Ukraine to the northeast, Austria to the northwest, Romania to the east, Serbia to the south, Croatia to the southwest, and Slovenia to the west. With about 10 million inhabitants (c. 1.75 million in Budapest), Hungary is a medium-sized member state of the European Union, which it joined in 2004. It has been part of the Schengen Area since 2007. |

**City Overview**

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| A quick internet search will tell you what a beautiful city Budapest is with something for everyone. Architecture, history, sweeping vistas and familiar famous landmarks. There are art galleries, museums and theatres and historical buildings. It’s easy to get into the hills if you are more interested in cycling or trekking. Hungary also has great wine producing regions and there are frequent food/wine/beer related festivals. Look on facebook for “We Love Budapest – English” to get an idea of typical weekend events that are happening.  The city is divided by the River Danube into Buda and Pest and locals tend to favour one side or the other. There are several large parks (Margaret Island in the middle of the Danube, for example) which are popular places to hang out at weekends, especially in the summer.  There are lots of places in Hungary that are easy to visit from Budapest for a day trip or weekend. Train travel is cheap by European standards with Bratislava and Vienna also very easy to get to. If you want to explore further afield, Wizz Air and Ryan Air operate from Budapest Airport offering budget flights to other European cities and holiday destinations. |

**Climate**

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| There are greater extremes of temperature in summer and winter. Between mid-November and mid-March there is sometimes snow for several weeks. The average temperature in January is 3°C max - 2°C min. Night-time temperatures of −10 °C are not uncommon between mid-December and mid-February. The summer months in contrast can be very hot, with average maximum temperatures of 27°C max - 16°C min in July and often reaching 35°C or more for several weeks. Summer is also the time for thunderstorms which can be very heavy.  Warm outdoor clothing, including a warm hat, is necessary in winter, and waterproof shoes are useful. Central heating is generally efficient and heavy indoor clothing is usually not necessary. A suit is desirable for formal occasions, but smart casual dress is quite normal. Lightweight clothing is needed in summer. On most occasions a wide range of styles of dress is acceptable. |

**Accommodation**

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| Accommodation in central Budapest is expensive. Currently staff are paying HUF 130 – 150,000 per month. Some teachers share. Others are in studio flats. Flats are generally fully furnished. Most accommodation is found through an agent, although we will also use word of mouth to assist new arrivals where possible. It is usual for landlords to ask for a month’s rent up-front when you sign a contract.  Public transport is good and the key is to choose your apartment based on public transport access for easy access to the Buda and Pest centres and to suit your leisure/shopping preferences. |

**General living costs & conditions**

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| Your cost of living will vary depending on where you shop. There are fantastic markets in most districts where a wide range of fresh, good-quality produce is available very cheaply. At the same time, there are plenty of supermarkets with international chains such as Tesco, Spar, Lidl and Aldi. You can find a wide range of restaurants and eating out can be as cheap or as expensive as you like.  Most shops are open between 10am and 6pm in from Monday to Friday. Almost all shops open on Saturday mornings until lunchtime at least. Large retail stores and shopping malls are open from 10am to 9pm seven days a week. Malls contain all the international chains of clothing stores with plenty of choice available. Shops will close on public holidays so be prepared for this! |

**Transport & Communication**

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| Public transport in Budapest is relatively cheap. There is a reliable bus, tram and trolleybus network and trains are still relatively inexpensive.  Budapest is served by a Liszt Ferenc International Airport which is 30-50 minutes away by taxi and reliably served by direct bus or bus/metro.  There are several mobile phone operators (Telekom, Telenor and Vodafone are the most widely used) which have good coverage. It’s worth shopping around for the best deals and checking which network your friends and colleagues use as often there are good deals for calling network to network. |

**General Health, Medical & Dental Care**

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| Health care is of a reasonable standard and the standard of doctors is generally very good. |

**Job Opportunities for Partners**

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| Opportunities for non-EU partners are limited. For EU partners, there a number of language schools operating in Budapest where work may be available for proficient speakers of English. There are a number of shared services centres in Budapest which may have opportunities for non-Hungarian speakers. Other job opportunities will require some Hungarian. |