

Job Description

Job Title	Part Time (80%) Integrated Customer Services (ICS) Assistant		
Directorate or Region	EU Europe	Department/Country	Hungary
Location of post	Budapest, Hungary	Pay Band	Local grade J
Reports to	Customer Services Coordinator/Registrar	Duration of job	2 year part time Fixed Term contract (renewable)

Purpose of job:

To deliver high quality front line enquiry and registration services for British Council Hungary activities, in line with Corporate Customer Service Standards and other internal requirements and procedures.

Context and environment:

The British Council is the United Kingdom's international organisation for educational opportunities and cultural relations. We build engagement and trust for the UK through the exchange of knowledge and ideas between people worldwide.

The British Council in Hungary is focussed on English and primarily on Teaching and Examinations services. The teaching centre re-started in 2011 and is a 'LITE' model operating out of two, soon to be three partner premises. The operation has grown rapidly and has approximately 500 students per term. There is a well-established examinations business delivering approximately 7500 exams annually and there are a number of current initiatives and opportunities to develop EES (English for Education Systems) and SAL (Self Access Learning), Education & Society and Arts related work in Hungary based on our regional strategy.

We would like to recruit one full time ICS Assistant and one part time ICS Assistant for our Integrated Customer Services Team in Budapest, Hungary. ICS Assistants provide frontline customer service for our growing Teaching Centre and Examination Services. The Customer Services Team will have 2 assistants; one part time working 4 hours per day and the other full time working 7 hours per day to cover our weekday opening hours from 0900-1930. There will also be a part time Teaching Administrative Assistant who will be part of the team. The ICS Assistants will be supervised by the Customer Services Manager/Registrar.

Accountabilities, responsibilities and main duties: (including people management and finance)

- Respond to face-to-face, telephone and email enquiries accurately, promptly, to agreed customer service and EO&D standards and in line with the internal Customer service level agreement.
- Provide customers with accurate and up to date information on all British Council services in a courteous and helpful manner using all appropriate resources
- Be informed of and actively promote the services of all departments and comply fully with their objectives and procedures
- Register customers, collect and process fees for the Teaching Centre (using TCMS – Teaching Centre Management System. Payments are made by card or bank transfer and there are no cash transactions.)
- Issue invoices and refunds when required using TCMS
- Gather data regarding written, telephone and face to face enquiries
- Creation of Purchase Orders when required on SAP

- Accept and process online and offline correspondence accurately and swiftly
- Carry out a variety of Teaching Centre administrative tasks with the guidance of the teaching centre management team
- Direct members of the public to relevant departments when queries can not be dealt with by the Integrated Customer Service Team
- Ensure that confidential, internal documents and information are not disclosed to anyone other than their intended recipient/reader
- Comply fully with British Council Data Protection policies and standards
- Provide back office support to ensure smooth running of all customer services
- Attend/contribute to training sessions and meetings as required
- Comply with British Council values and Corporate Performance Management standards and procedures

Key relationships: *(include internal and external)*

External customers/stakeholders

Customer Services Coordinator/Registrar

ICS colleagues

Internal teaching centre and exam managers and staff

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

The posts require flexibility. There may be times when members of the team are required to work additional hours during peak registration periods or to cover absence of other members of the team. There may be also be occasional additional hours on Saturdays during registration periods. Additional hours will be paid at local overtime rates and will be agreed in advance.

Please specify any passport/visa and/or nationality requirement.

The post holder should have the right to work in Hungary

Please indicate if any security or legal checks are required for this role.

Child Protection – Local Police Check

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<p>Creating Shared Purpose (Essential level) Communicating an engaging picture of how we can work together</p> <p>Connecting with others (Essential level) Making regular opportunities to understand others better</p> <p>Working together (Essential level) Establishing a genuine common goal with others</p> <p>Being accountable (Essential level) Delivering my best work in order to meet my commitments</p> <p>Making it happen (Essential level) Delivering clear results for the British Council</p> <p>Shaping the future (Essential level) Looking for ways in which we can do things better</p>		<p>Not used for recruitment</p> <p>Interview</p> <p>Interview</p> <p>Not used for recruitment</p> <p>Interview</p> <p>Not used for recruitment</p>
Skills and Knowledge	<p>Marketing & Customer Service (level 1) <ul style="list-style-type: none"> - Understanding the BC and its values - Understanding potential markets/customers - Understanding and responding to customer needs </p> <p>Communication Skills (level 1) <ul style="list-style-type: none"> - Reading and Writing skills - Speaking and Listening skills </p>		<p>Short listing and Interview</p> <p>Short listing and Interview</p>

	Computer skills (level 1) Using Outlook, Excel, Word, Databases and Internet Explorer	Knowledge of CRM systems used in a Customer Service Environment	Short listing and Interview
Experience		Previous experience in a role dealing with external customers.	Short listing and Interview
Qualifications	Hungarian speaker Completed B2 level in English	Has been trained in Customer Care. C1 Level English Has undertaken soft skills training and/or is able to provide evidence of soft skills use and awareness.	Short listing and interview

Submitted by	Krystine Joyce	Date	August 2018
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