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|  | Role profile  |

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| **Job title** | **Operations Manager – Chennai English Language Centre**  |
| **Regions** | South Asia | **Department / Country** | English Language Centre, Chennai, India |
| **Locations** | Chennai | **Pay band** | H |
| **Reports to** | Senior Manager, Operations and Marketing, Chennai English Language Centre | **Duration of job** | 3 years |
|   **Purpose of job** To manage day to day operations of the English Language Centre (ELC) in Chennai, ensuring effective financial management as key process user of management systems, meeting essential financial standards as well as business targets, and supporting achievement of safe, customer friendly and efficient centre. **Context and environment**Chennai English Language Centre (ELC) is well established and growing. By mid-2015 there will be 9 classrooms, around 1,400 students registered per term, and about 25 full-time, part-time and hourly paid teachers. Students are adults, young learners, and teachers of English. Main course types offered are general English, spoken English, Primary and secondary YL, IELTS preparation, business English, and courses for teachers (including 4 CELTAs per year). The attractive and modern building is set in a garden with cafeteria. There is a library and a busy office from which programmes are delivered across South India. The post holder will work as part of a small ELC admin team reporting to Senior Manager Operations and Marketing, and liaising closely with the Academic and Customer Services teams. The post holder will also be expected to work with counterparts in the Delhi and Kolkata ELCs, and will line manage up to 3 Administration Executives, and temporary staff as required.**Responsibilities and main duties** 1. **To contribute to business planning and monitoring of English Language Centre activity.** This includes but is not limited to:

 * Contribution to the setting and monitoring of targets for student numbers, efficiency (class-fill and room use), revenue, and expenditure,
* Provide and update timely and accurate system reports as required, and explain discrepancies. Carry out revenue reconciliations to agreed schedule.
* Ensure income and expenditure recorded in correct month and year.
* Manage invoices to corporate clients, monitor and act on debts according to procedure
* Oversee all aspects of level testing and registration process, meeting standards of efficiency and customer satisfaction. .
* Administrative, budget and financial management of Certificate in Teaching English to Speakers of Other Languages (CELTA) courses, in liaison with the Academic Managers & CELTA trainers.
* Support efficient Information flow from ELC to ICC which includes updating FAQs and response templates as per agreed standards
* Oversee absentee calling, marketing calls, and SMS by temporary staff
1. **To perform duties as holder of key role on student management system** This includes but is not limited to:
* Maintain academic structure (courses, fees, progression etc)
* Create classes that match the timetable, open and close as required
* Manage daily revenue collection, check class booking reports daily, reconcile, troubleshoot errors and ensure zero discrepancy
* Process student refunds and credits
* Ensure student certificates are printed out to schedule
* Perform administrator role duties on online registration system (Student Portal)
* Provide support and training to the Customer Service, Admin, and ICC teams
1. **To carry out any and all administrative duties necessary for safe, efficient, and customer friendly operations.**

This may include but is not limited to * Supporting advertising, promotion and marketing as cover for Marketing Manager
* Acting as contact point for Resources team on all facilities matters
* Carrying out communications to students as required
* Preparing contracts for closed group courses, and freelance teachers/trainers
* Procurement of teaching materials
* Ensuring all classroom equipment functions as required
* Liaising with other teams on room use as necessary
* Contributing to whole office initiatives as appropriate, such as Equal Opportunities and Inclusion (EDI), environmental framework, local staff association
* Carrying out risk assessments and implementing action plans as requited
* Being aware of Teaching Quality Standards and audit requirements at all times and taking action to ensure compliance where possible

**Key relationships***Internal** Head of English Language Centres – South India
* Senior Manager Operations & Marketing – Chennai ELC
* Marketing Manager, Chennai ELC
* Academic Managers, Chennai
* Chennai Customer Service Team
* India Contact Centre, Noida
* Teachers Chennai ELC
* Administration Executive, Chennai ELC
* Operations & Marketing Executive, Chennai ELC

*External** Vendors
* ELC clients and customers
* Students

**Other important features or requirements of the job**Occasional travel within the country (North, East, South, West). Post will involve working outside normal ‘office hours’ and on Saturdays and or Sundays, during peak periods e.g. registration weeks on a duty rota and local travel as agreed for training and support purposes.  |
| Please specify any passport/visa And/or nationality requirement. | Post holder will need valid work permit to work in India.  |
| Please indicate if any security or legal checks are required for this role. | Reference Checks as per British Council India HR policy |

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# Person Specification

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|  | **Essential**  | **Desirable**  | **Assessment stage** |
| **Behaviours**  | **Working together (*More Demanding)****Ensuring that others benefit as well as me**.***Making it happen – (Essential):** *Delivering clear results for the British Council***Being accountable– (Essential):***Delivering my best work in order to meet**my commitments* | **Making it happen – (More Demanding):***Challenging myself and others to deliver and measure better results* | Interview only |
| **Creating shared purpose: (Essential)** *Making regular opportunities to understand others better* **Shaping the future – (Essential):** *Looking for ways in which we can do**things better***Connecting with others – (essential):***Making regular opportunities to understand others better* |  | These behaviours will be needed to successfully carry out the role, but will not be assessed for recruitment purposes |
| **Core Skills** | **Communicating and influencing - Level 2***Relates communications to circumstances* |  | Short listing & interview  |
| **Using Technology – Level 2***Operates as an advanced user* |  | Short listing & interview |
| **Planning and Organising – Level 1***Able to plan own work over short timescales for routine or familiar tasks and processes.* | **Planning and Organising – Level 2** | Short listing & interview |
| **Managing finance and resources Level 2***Uses financial systems and processes* |  | Short listing & interview |
| **Experience** | 2 years of financial & administrative work experience  |  | Short listing & interview |
| **Qualifications** | Graduate qualification  | Post graduate Qualification in Finances, Commerce or Business (Desirable) | Short listing & interview |
|  | English equivalent IELTS band 7.5  |  | Interview |

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| **Submitted by** | Senior Manager, Operations & Marketing, English Language Centre, Chennai | Date | 19 January 2015  |