

## Role Title

**Customer Service Assistant**

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
<b>Business Support</b>	<b>J Grade</b>	<b>Almaty, Kazakhstan</b>	<b>Fixed Term Contract (Maternity Leave Cover)</b>	<b>Customer Management and Sales Coordinator</b>

## Role purpose

To provide administrative support to the Customer Services function to ensure a high quality service to internal and external customers. Create and hold a professional image of the British Council by providing an efficient customer experience.

## About us

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.

## Geopolitical/Strategic Business Unit/Function overview:

Kazakhstan is a priority emerging economy for the UK and still eligible for official development assistance (ODA) funding. However, it has been hit hard by the global economic downturn and this has prompted a re-think on the part of Kazakhstan's Government around how far and fast it can meet its ambition of becoming one of the world's top 30 most developed countries by 2050.

Kazakhstan has the resources to match its ambitions: it is a mining giant and one of the world's top 10 oil and gas producers. It is investing heavily in human capital through its 5 key institutional reforms supported by its '100 Concrete Steps' initiative to deliver a vision of economic and social transformation.

And it is in this context that the British Council's cultural relations programmes in the Arts, English, Education and Society are positioned. We are working to help Kazakhstan to realize its 2050 ambition by placing the UK at the heart of Kazakhstan's international engagement strategy to transform its education system, creative economy and wider society, and by giving young people in particular new opportunities to become more economically productive and more socially engaged.

## Main opportunities/challenges for this role

### Opportunities

The role offers the postholder a broad range of task variety and responsibilities.

### Challenges

- Providing effective business support across the entirety of our operations in Kazakhstan.
- Excellent time management skills are needed, also be able to work under pressure with time limits responding to various customer requests on daily basis via telephone and e-mail while gets along well with others.

### Main accountabilities for this role:

- Deliver professional customer service to both internal and external customers
- Provide professional answers to customers' enquiries of different nature and format in accordance with the British Council corporate standards outlined in Customer Management Framework and Operational Standards:
  - a) e-mail
  - b) face-to-face
  - c) phone
- Own customer feedbacks by making clear notes on an enquiry/complaint, channelling them to relevant members of staff and by ensuring the answer is given on time
- Inform customers about available products that British Council offers
- Act proactively, read web site regularly, communicate to colleagues to ensure an excellent knowledge of all British Council products and their updates
- Create and hold a professional image of the British Council
- Support the delivery of events in line with British Council standards
- Administer customer services area, make sure it is clean and used effectively
- Keep all information and promotional materials up to date
- Provide support to the Exams function
- Ensure the handling of documents and other information in line with British Council standards
- Support the procurement and contracting of goods and services, and payment for them, in accordance with British Council procedures
- To be a member of the regional Customer Service network and contribute to regional and global Customer Service projects
- Ensure that all projects and activities reflect the British Council's values and adhere to its Equality, Diversity and Inclusion principles; Child protection; Health and Safety; Environmental Framework.

### Key Relationships:

#### Internal

- Country Director / Deputy Director Kazakhstan
- "British Council (Kazakhstan)" LLP Director
- Projects/ Business Teams Kazakhstan
- Country/ Regional Customer Management Team

- Exams Team

#### External

- British Council Partners
- British Council Stakeholders
- British Council Customers

### Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Right to work in Kazakhstan	Shortlisting
Direct contact or managing staff working with children?	Yes. In line with our Child Protection agenda, the postholder may be required to obtain a Police Report within 3 months of securing this job.	Shortlisting
Person Specification:		Assessment stage
Language requirements		
Essential	Desirable	Assessment Stage
▪ Fluent written and spoken English and Russian	▪ Good written and spoken Kazakh	Shortlisting
Qualifications		
Essential	Desirable	Assessment Stage
▪ University Degree		Shortlisting and Interview
Role Specific Knowledge & Experience		
Essential	Desirable	Assessment Stage
▪ Demonstrate excellent written and verbal communication skills, including the ability to successfully communicate with the public, other employees and vendors.	▪ High level of proficiency with general office PC applications  ▪ Previous Customer Service experience is a plus (working with customers via phone, face-to-face, e-mail)	Shortlisting and Interview
British Council Core Skills		Assessment Stage
Communicating and influencing (Level 1) - Communicates clearly and effectively Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.		Shortlisting and Interview
Using Technology (Level 1) –		

<p><b>Operates as a basic user of information systems, digital and office technology</b> Able to use office software and British Council systems to do the job and manage documents or processes.</p>	
British Council Behaviours	Assessment Stage
<p><b>Connecting with others</b> Making regular opportunities to understand others (essential)</p> <p><b>Working together</b> Establishing a genuinely common goal with others (essential)</p> <p><b>Being Accountable</b> Delivering my best work in order to meet my commitments (essential)</p> <p><b>Making it happen</b> Delivering clear results for the British Council (essential)</p> <p><b>Shaping the future</b> Looking for ways in which we can do things better (essential)</p>	<p><i>Shortlisting and Interview</i></p>
Prepared by:	Date:
HR Manager	November 2018