

Role Title

Resources Coordinator

Role Information

Role Type	Pay Band	Location	Duration	Reports to
Business support	PB4/H	Almaty, Kazakhstan	1-year fixed term contract with option to renew	HR Manager

Role purpose

To work as a member of the Business Support Services team and provide timely and effective support for premises, procurement, ICT and travel management as part of the British Council's operations in Kazakhstan, in compliance with corporate standards, policies and local law.

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; there will be

frequent opportunities for working with different operational teams as well as regular professional development opportunities.

Challenges

Providing **effective business support across the entirety of our operations** in Kazakhstan, prioritising support for our main office in Almaty and our smaller satellite office at the British Embassy in Astana.

Providing **proactive coordination of ICT support**, developing/maintaining a forward-looking monthly work programme, logging IT problems for resolution and liaising with our outsourced provider to ensure that we are getting what we need in line with our service contract with them.

Planning/coordinating a rolling **preventive maintenance programme** to ensure cleanliness and regular upkeep of office facilities in Almaty and Astana whilst maintaining good relations with building owners/managers in compliance with the terms and conditions of our lease.

Coordinating our **approved supplier list** ensuring alignment with our procurement policy; needs to be regularly review, maintained and updated in line with corporate standards.

Coordinating our **fixed assets register** in line with corporate finance procedures through review and updating to ensure completeness of records and proper custodianship of company assets.

Main accountabilities for this role:

Accountabilities, responsibilities and main duties

The postholder is responsible for providing the British Council colleagues with the business support services and advice they need in order to carry out their work efficiently and effectively. Specific responsibilities and duties are:

Transactional Finance

To support the management and monitoring of premises and resources budgets: this includes financial planning and reporting, making monthly cash flow forecasts, journals and accruals in line with country and corporate standards.

To contribute to annual financial planning/forecasting by providing data on office platform costs.

To fulfill the appropriate role on SAP – the British Council's finance and business system – and ensure that all work carried out on the system e.g. purchase and sales order raising, goods and invoice receipting, travel and expense claims etc. are in line with corporate standards.

To create, amend and review/monitor vendor records in SAP as appropriate.

To ensure that petty cash payments for office-related purchases are properly authorized and accounted for in line with agreed thresholds and standards.

Procurement

To manage centralised procurement for office goods and services e.g. stationery suppliers, travel bookings and travel-related services, cleaning products etc. and develop and maintain an Approved Suppliers List in line with corporate standards and good business practice.

To provide support and advice to staff for procurement, tendering and contracting processes, ensuring cost-effective procurement of goods and services by the British Council, compliance with relevant policies e.g. Equality, Diversity and Inclusion, Environmental etc. whilst maintaining good working relations with the suppliers/vendors.

To maintain and update our contract register, assist in the drafting/updating of contracts and monitor/evaluate the performance of a) our procurement and contracting processes and b) our suppliers/vendors.

ICT

To support the management of the British Council's information technology and communication services to corporate standards, enabling the country office to exploit its IT and communications systems to the fullest possible extent at the best possible price;

To liaise with and manage our outsourced IT provider, prepare as necessary for IT or information-related audits and fulfil the role of IT Elevated User by acting as the office point of contact for Global Information Services (IS) helping them to diagnose IT incidents and undertake basic technical routines (with guidance) according to the Elevated User handbook.

Premises/Office Facilities

To coordinate the maintenance of premises, information records and storage facilities, vehicles, equipment and assets in order to provide a safe and efficient working environment for staff and visitors whilst complying with our Equality, Diversity and Inclusion policy, Child Protection policy, Environmental policy and other relevant standards around health and safety

To coordinate inventory checks and listen to and understand the needs of users (staff and customers), acting on information received and, where appropriate, adapting premises and services accordingly.

To ensure health, safety and security of all staff while at work and customers, visitors and contractors using the British Council's premises through compliance with corporate guidelines (as set out Code of Practice and Facilities Toolbox) and all applicable health and safety legislation.

Examinations

To provide travel and logistical coordination for our Exams operations by coordinating hotel accommodation and transport (flights and airport transfers) of venue staff such as invigilators and examiners.

Other Ad-Hoc Duties (as may be required)

To be agreed between the postholder and their line manager. To perform reasonable duties on behalf of other colleagues during their absence on annual, sick or other special leave.

Key Relationships:

Internal

- Director / Deputy Director Kazakhstan
- Projects / Business Teams Kazakhstan
- Finance and Resources Team Kazakhstan
- Corporate Resources / IT / Premises Teams

External

- The British Council's Landlords
- British Embassy Management Section
- Project / business customers
- Delivery partners / sub-contractors and suppliers
- Relevant Government of Kazakhstan agencies, e.g. Customs

Role requirements:

Threshold requirements:		Assessment stage
Passport requirements/ right to work in country	Right to work in Kazakhstan	Shortlisting
Notes	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		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment stage</i>
<ul style="list-style-type: none"> ▪ Fluent written and spoken English and Russian 	<ul style="list-style-type: none"> ▪ Good written and spoken Kazakh 	Shortlisting, Interview
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Degree level qualification or equivalent experience in area relevant to the job. 	<ul style="list-style-type: none"> ▪ Financial or project management qualification 	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment stage</i>
<ul style="list-style-type: none"> ▪ Demonstrable previous experience of managing a multi-disciplinary tasks carrying out a mix of different functions or delivering different services ▪ Evidence of quality management skills, and of having managed a service delivery function so as to deliver 	<ul style="list-style-type: none"> ▪ Knowledge of SAP 	Shortlisting and Interview

<p>improvements in service quality to customers and users.</p> <ul style="list-style-type: none"> Minimum two years of experience in office administration and facilities management 		
British Council core skills		Assessment stage
<ul style="list-style-type: none"> Managing people (Supervises a small team. Supervises a small team of people doing similar jobs to deliver short term tasks to agreed quality and time standards – Level 2) Planning and organising (Plans ahead. Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people – Level 2) Managing finance and resources (Uses financial systems and processes. Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team - Level 2) Communicating and influencing (Relates communications to circumstances. Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences. - Level 2) Using technology (Operates as an advanced user – Level 2) Managing risk (Supports a risk management culture. Has track record of identifying and highlighting risks and suggesting mitigating actions – Level 2) Managing accounts and partnerships (Works with stakeholders and partners. Communicates regularly with diverse stakeholders, customers and/or partners to build mutual understanding and trust – Level 2) 		<p><i>Shortlisting AND interview</i></p> <p><i>Shortlisting AND interview</i></p> <p><i>Shortlisting AND interview</i></p>
British Council behaviours		Assessment stage
Creating shared purpose (essential): Communicating an engaging picture of how we can work together.		<i>Interview</i>
Working together (essential): Creating the environment in which others who have different aims can work together.		<i>Interview</i>
Connecting with others (essential): Making regular opportunities to understand others better.		<i>Interview</i>
Being accountable (essential): Showing real dedication to the long-term mission of the British Council or the team.		<i>Interview</i>
Making it happen (more demanding): Delivering clear results for the British Council.		<i>Interview</i>
Shaping the future (essential): Changing the nature of what we do and the benefits we gain by thinking and planning with creativity.		<i>Interview</i>
Prepared by:		Date:
<i>HR Manager</i>		<i>May 2017</i>