**Role Title: HP Assistant**

**Pay Band: Hourly Paid**

**Location: Casablanca, Rabat**

**Contract type: 6 months Fixed term - Freelancer contract**

**Closing date and time: 15 October 2021**

**Salary: Hourly paid job**

**Please note that all applications for this post should be submitted in English.**

Please note that this post is open to candidates who have the right to work in Morocco.

**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.

The British Council provides access to English Language and other UK qualifications through its Examinations Services. The UK qualifications and assessments that we provide have the power to change people’s lives, enabling them to access life, study or work opportunities overseas or in their own countries. Qualifications and examinations are one of the most powerful drivers of improvements in teaching, learning and professional practice.

**The opportunity:**

This is a good opportunity to support British Council Morocco, Customer Service. You will be part of a wider team, you will be required to work very closely with Customer Service Stakeholders.

**Accountabilities, responsibilities, and main duties:**

* **Sales and customer service for Teaching Centre and Exams products and services**. To provide information to customers, face to face, over the telephone and by email as the first point of contact for enquiries and to promote British Council products through cross- selling.
* **Administrative support to the Teaching Centre and Exams**. To assist with the day-to- day back-office administration of the Teaching Centre and Exams departments as required, including handling complaints from customers, managing student waiting lists and so forth.
* **Financial administration**. Ensuring cash desks are closed at the end of each shift and money is properly reconciled following British Council procedures.
* **Supporting Business Growth for Teaching and Exams**by achieving annual targets.
* **Ensuring we adhere to Equality, Diversity and Inclusion (EDI) policies**.
* **Supporting the team to meet Child Protection and Health and Safety standards for the office.**

You may be required to work weekends (Saturdays and /or Sundays), public holidays, extended hours in the early morning or late evening. You must have the flexibility to work beyond the prior agreed work schedule.

Additional duties in line with the role may be required.

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**Training and development:**

* Attend all briefing and training sessions as requested by the British Council Customer Services.
* Complete all mandatory training modules: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, Anti-Fraud, Identity Checks as required.
* Complete work skills training and tools trainings: SAP, CRM, ORS…

**About You (essential requirements for the role):**

* **Punctual and reliable.** Schedules are fixed in advance and it is essential that the post holder show professionalism, flexibility and assiduity and must commit to the Schedules/Rota made for the team.
* **A good working knowledge of spoken and written English (minimum of B1), as well as the local language**.
* **Good attention to detail**. Procedures vary for different products and stakeholders, and these must be followed with precision for each type of product.
* **Customer service and people skills.** Our customers include a wide range of people from different backgrounds who need to be dealt with politely, confidently, calmly and efficiently. It is essential that our staff have the ability to understand and respond effectively to customer needs and deliver high quality service.
* **Basic computing skills.** Electronic equipment and internet-based software is used on daily basis. It is essential to be familiar and comfortable using these tools and use the internet on a regular basis.
* **Education**. Higher secondary / high school level certificate or equivalent.

**Desirable requirements for the role**

* University Graduate or Diploma in any field is a desirable requirement

**Further details:**

The post holder will be paid an hourly rate of 42 MAD (gross).

If you are interested in the post and feel that you are suitable for the role, then we would really like to hear from you. Please apply by 15th October 2021 (23:59 CET Time).

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