

Role Title

Project/Program **Capacity Building Of Iraq TVET Stakeholders
(Improving the capacities and competencies of TVET stakeholders)**

Insert job title **Programme Support Officer**

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Full time	4	Baghdad	9 months	Programme Manager

Role purpose

To effectively support the Programmes team to deliver high quality products and services by providing administrative, logistics and financial management. Working collaboratively and supporting the team to effectively and efficiently, in line with British Council and client's Standards, to deliver a client funded programme in accordance with the contractual agreement, technical proposal, logical framework analysis, budget and timeline.

The projects main objectives:

- Improved capacities and competencies of TVET stakeholders – including leaders, teachers, trainers, and instructors across Iraq through series of training workshops and events.

The British Council is recruiting this post to resource an existing client funded contract. An employment contract for this post will be issued for the duration of the project contract. The British Council reserves the right to withdraw this post at any time until the employment contract is signed.

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/SBU/Function overview:

British Council Iraq Education team manages several large projects: One of these projects is the 'Improving the Capacities and Competencies of TVET Stakeholders in Iraq'. The project is part of a wider Technical and Vocational Education and Training (TVET) reform programme, funded by European Union and managed by UNESCO. This ambitious and comprehensive capacity building project is being delivered by the British Council in partnership with UNESCO. Through targeted impact-led activities the project aims to build the capacities and competencies of 100 Leaders, 120 Master Trainers and 1090 Teachers, Trainers and Instructors across the TVET sector in Iraq.

The job sits in the project delivery team, which is part of the wider British Council Education team. The project team consists of 3 full time staff members based in Baghdad. Project delivery will take place across country including, Kurdistan Region, Baghdad, Central and South provinces. This role reports to Project Manager who is based in Baghdad. He/ She will be required to work closely with the project delivery team and British Council colleagues from the UK and within region, to guarantee the quality and successful implementation of the project.

Main opportunities/challenges for this role:

Improving the Capacities and Competencies of TVET Stakeholders Iraq is a complex and challenging project. The team will be required to ensure successful delivery of a large number of activities across ten provinces within the contract period.

This innovative project builds on a previous TVET programme successfully delivered by the British Council. There will be opportunities for the project team members to work with a wide range of internal and external stakeholders, and contribute to the impact of the wider TVET reform programme

Main Accountabilities, Duties and Responsibilities:

Accountabilities:

- This post reports directly to the Programme Manager.
- Support and guidance will be provided by Programme Director, Program Manager, British Council office and finance managers.

Responsibilities

- In agreement with the Programme Manager the post holder will be responsible for performing a range of programme support tasks in accordance with British Council values, quality standards and corporate policies (Child protection, Equal Opportunities and Diversity).

Main Duties:

- **Programme administrative and Delivery**

Duties will include but are not limited to:

- Support and implement programme events and activities in line with programme work plan including the identification and booking of venues, organising hospitality, arranging transport and accommodation, preparation of marketing

materials and management of external requirements therefore contributing to the successful running of events.

- Prepare and handle all programme administrative documentation and correspondence accurately and consistent with the information provided and in line with British Council standards , including and not limited to:
- Project communication, including but not limited too:
 - i) Draft letters and agreements
 - ii) Internal and external programme emailsiv) Production of minutes of meeting
- Provide secretarial and administrative support to the programme meetings as required, including and not limited to:
 - i) Support with translation of programme documents.
 - ii) Arrange internal and external meetings as required in a timely and efficient manner.
- Accurate and coherent filing of all key programme documentation (reports, agreements, minutes, attendance sheet, registration forms and evaluation documents) and contracts as per programme contract and audit requirements.
- Support programme staff time logging including preparation and collection of staff timesheets.
- Provide support for the Project Manager, programme team and external stakeholders by booking and managing appointments, flights and accommodation arrangements as necessary. Following up on key administrative task to ensure completion and high quality service delivery
- Responsible for uploading and maintaining accurate, up-to-date programme information on the British Councils SharePoint in line with corporate and data protection policies and procedures. .
- Contribute to the planning of activities, being mindful of corporate strategies and objectives.
- Attend programme activities delivered directly by British Council or by partners and provide activity reports to Programme Manager
- Attend team meetings and actively participate and contribute as required. Complete agreed actions and tasks in an efficient and timely manner in accordance with British Council standards.
- Maintain knowledge and awareness of the Programme and wider relevant contextually issues and keep abreast of any changes in the overall project plan and be responsible for professional development and accountability.

Finance and Evaluation support:

Duties include but are not limited to:

- Provide financial management support including the effective use of British Council financial system SAP, raising Purchase Orders (PO), journals and collecting supporting documents.
- Invoicing and maintaining financial files and records.
- Supporting Program Manager to plan and record yearly budgets for the different project strands and activities, supporting with the production of management reporting data as required
- Support the financial monitoring of budgets (reports, monthly cash flow, accruals, etc.)
- Perform all financial processes related to the role accurately and in a timely

- manner and in line with British Council procurement and audit requirements
- Support the procurement process by asking for quotations and collecting all relevant documentation for project delivery files
- Support the evaluation and effectiveness of project outputs to enable the project team to repeat success and improve quality in line with the projects strategic objectives.
- Assist with project evaluation activities (including planning and implementation of questionnaire surveys) carried out to agreed deadlines and British Council standards.
- Collection and maintenance of project activities in order to ensure we are capturing and communicating the breadth and scale of our work

Communication and Customer Service:

- Manage generic internal and external programme queries and liaising with Project Manager, programme partners – including external stakeholders and consultants, wider British Council colleagues both in Iraq, the region and UK.
- Deal with incoming requests for information in a professional and timely manner, forwarding queries to relevant members of the project team for follow-up as necessary
- Support with updating of our internal and external communication channels including SharePoint, web and social media as appropriate and in-conjunction with marketing and communication team.
- Support the project team by undertaking research and data collection as necessary – including creation and maintenance of accurate databases of all programme participants, partners and contacts.
- Support sharing of project information by maintaining the project SharePoint and project calendar of events.

Equality, Diversity and Inclusion:

- Explore opportunities to support British Council's Equality, Diversity and Inclusion (EDI) strategy and consider all the seven areas of EDI framework in all areas of work and day to day practice.

Key Relationships:

Internal

Programme Manager, Programme Director, Country and Deputy Director, Director Operations Head of Finance, Office Manager, Technical Consultants, Translators and Interpreters, Project Support Team (Baghdad, Najaf, Karbalaa, Babil, Wasit, Thi Qa, Basrar, Erbil, Sulaymaniyah, Dohuk, Amman and UK).

External

UNESCO, Ministry of Education, Ministry of Labour and Social Affairs, Ministry of Higher Education and Scientific Research, Principals and Directors of TVET institutions and other education stakeholders.

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right	Post holder must be eligible to work and travel in Iraq and the region.	Shortlisting

to work in country		
Security or legal checks	<ul style="list-style-type: none"> Successful applicant will be required to undergo FCO security clearance check; and Iraqi Security Forces check in Baghdad for permission to enter and exit the International Zone, as per Local Law requirements. 	
Direct contact or managing staff working with children?	Not required	N/a
Other important features or requirements of the job	<ul style="list-style-type: none"> Unsociable hours and weekend work may be required Excellent organizational skills and attention to detail 	
Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> IELTS 6.0 or equivalent English Language qualification, such as APTIS level B1 	<p>Ability to operate in Arabic (both written and spoken) at a business level</p> <p>Ability to operate in Arabic and Kurdish (both written and spoken) at a business level</p>	Shortlisting & Interview
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> National Certificate in IT or administrative filed 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Minimum of 1 year of proven administration and finance experience Proven event management Proven digital communication skills experience (web content input, social media, etc) 		Shortlisting & Interview
British Council Core Skills		Assessment Stage
1. Using technology – Level 1 Able, with adjustments if necessary, to use office software		Shortlisting AND Interview

<p>and British Council systems to do the job and manage documents or processes.</p> <p>2. Developing business – Level 1 Applies a range of standard analytical techniques to support business development – e.g. pricing tools, revenue tracking, monitoring sales prospects, audience figures or profit margin.</p> <p>3. Communicating and influencing – Level 2 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.</p> <p>4. Managing projects – Level 1 Works with project management systems and procedures, and has a track record of compliance with them as a project team member.</p> <p>5. Planning and organising – Level 2 Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</p> <p>6. Managing finance and resources – Level 2 Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.</p>	
British Council Behaviours	Assessment Stage
<p>Working together – essential Establishing a genuinely common goal with others</p> <p>Being Accountable – essential Delivering my best work in order to meet my commitments</p> <p>Making It happen – essential Delivering clear results for the British Council</p>	<p>Interview (Required for the role but not assessed during application stage)</p>
Prepared by:	Date:
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