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| Job Title | Resources Assistant | | |
| Directorate or Region | Americas | Directorate or Region | Americas |
| Location of post | Mexico | Payband | J |
| Reports to | Resources Manager | Duration of job | 12 Months with a possibility of renewal by mutual consent |

Purpose of job:

To provide support to the British Council staff and BSS management to ensure an efficient, secure and appropriately controlled environment in accordance with British Council values and Customer Service and EOD and Green standards. Also, to provide administrative support to the Resources Manager.

Context and environment:

Mexico will become one of the world's largest economies. Mexico is an important commercial, cultural and educational partner for the UK and we need to transform the impact of our operation locally. Our aim is to consolidate and deepen our brand as a leading provider of education and training solutions. We have ambitious plans for growth and innovation the country and in major cities. This means that we are always seeking partners to work with and new sources of income to support our projects, whilst opening up markets for the UK. The British Council delivers a portfolio of large-scale and local projects in English, Education and Society and the Arts.

In order to meet the challenges of the British Council operation in Mexico, this position supports the Resources Manager and the Business Support Services team with day-to-day essential tasks.

Accountabilities, responsibilities and main duties:

Duties must be carried out in line with EDI and green policies and any other relevant corporate policy. Duties include but are not limited to:

Accountabilities –

The safety and security of staff, clients and customers is assured through effective facilities management including supervision of external contractors (including cleaners and guards).

Support is provided to the whole office during working hours, including off-site premises

Support Information Governance and Risk Management (IGRM) focal point in Mexico.

Responsibilities –

Ensure all buildings in which we operate meet corporate safety and security requirements and facilities comply with local legislation.

Computers, monitors, whiteboards, projectors and general IT infrastructure are well maintained, up-to-date and in good conditions.

Main Duties –

- Be aware of the Health & Safety policy/procedures and assist with the implementation of this.
- Use office matrix formats for supplier selection and procurement to ensure value for money and fitness for

purpose.

- Maintain and build relationships with Local Authorities.
- Assist with requirements at remote locations.
- Keep the Approved & Preferred Suppliers List up to date.
- Carry out market research for Vendor selection.
- Organise internal & local events when required, transport, catering & setting up furniture.
- Manage the mobile phones accounts and policy.
- Ensure prompt and correct payments for property utility bills.
- Ensure that incoming requests for information are dealt with adequately and in a timely manner.
- Assist with management of outsourced cleaning service.
- Outgoing communication with internal and external clients is delivered on time and conforms to the needs of department activities.
- Using the SAP system, raise purchase orders for payments, travel and other expenses in a timely manner.
- Maintain accurate and up to date inventories.
- Ensure that Stationery for the office is efficiently managed and stocked as required. Maintaining accurate and up to date inventories of this and ensuring that value for money is being achieved.
- Assist with the management of the outsourced security service.
- Occasional driving duties are required.
- Arrange for arrival and departure of UK appointed staff air and sea freight.
- Assist with new property searches as well as providing support with relocation processes.
- Carry out disposal of assets and furniture, in compliance with corporate guidelines.

Key relationships:

Internal: Business Support Services, Projects Managers, Customer Services, Teaching Centre Manager and Head of Exams.

External: Vendors, customers and other related institutions/organisations.

Other important features or requirements of the job

Unsocial hours and weekend work may be required

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| Please specify any passport/visa and/or nationality requirement. | Right to Work in Mexico. |
| Please indicate if any security or legal checks are required for this role. | *You must provide a clear Federal background check to us prior to signing a contract of employment. |

Person Specification:

| | Essential | Desirable | Assessment stage |
|-------------------|--|-----------|-------------------|
| Behaviours | 1. Connecting with others – essential 2. Working together – more demanding 3. Being Accountable – essential 4. Making It happen – more demanding 5. Creating shared purpose – essential 6. Shaping the future - essential | | Interview 2, 3, 4 |
| Skills and | Managing people- Level 1 | | Short listing |

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| Knowledge | <p><i>Supports others</i> Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes.</p> <p>Communicating and influencing- Level 2 <i>Relates communications to circumstances</i> 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>Planning and organising- Level 2 <i>Plans Ahead</i> Organises own work over weeks and months, or plans ahead for others taking account of priorities and the impact on other people.</p> <p>Managing finance and resources- Level 2 <i>Uses financial systems and processes.</i> Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team</p> <p>Using technology- Level 1 <i>Operates as a basic user of information systems, digital and office technology.</i> Able to use office software and British Council systems to do the job and manage documents or processes.</p> <p>Managing risk- Level 1 <i>Follows good practices</i> Demonstrates understanding of risk management policies and procedures and record of following them</p> | | and/or Interview |
| Experience | <p>Relevant experience in facilities, IT and administrative support</p> <p>Driving experience a plus</p> | | Short listing and/or Interview |
| Qualifications | <ul style="list-style-type: none"> • B1 English • B1 Spanish • University degree in Architecture, Engineering or similar | | Short listing and/or interview |

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| Submitted by | Cynthia Sales Hashimoto | Date | October 2017 |
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