

Role Title**Teacher Support & Immigration Liaison Officer****Role Information**

Role Type	Pay Band	Location	Duration	Reports to:
Full Time	J grade	Mexico City	1 year	Human Resources Coordinator

Role purpose

To support the delivery of immigration and recruitment processes for the British Council in Mexico providing staff from the Teaching Centre with the services and guidance that will ensure an efficient, secure and appropriately controlled working environment in accordance with British Council values and global policies.

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 Mexico Teaching Centre opened in Mexico City in March 2002. It offers a range of courses to approximately 1600 students (Adults and YLs) at our Teaching Centre in Polanco, off-site teaching locations and in companies around the city in face to face and online classes. We offer General English, Exam Preparation (IELTS and Cambridge ESOL), Skills and Business courses as well as Professional Skills and IELTS preparation short workshops

The Mexico Teaching Centre is committed to a culture of professional development. We encourage all teachers to take responsibility for their own professional development and run regular INSETT sessions and line management meetings to support you. There are also opportunities for further study towards qualifications and certifications relevant to your work. The teaching team is made up of individuals from diverse teaching backgrounds, and we encourage teachers to capitalise on this through peer planning, training and observation. We also support operations team members in their professional development in English language as well as other training options.

Main opportunities/challenges for this role:

- You will play an important role in the Mexico Teaching Centre Operational team to ensure compliance with immigration and recruitment policies.
- You will be responsible for the management and implementation of Immigration and recruitment procedures to support with growing the Teaching Centre team in line with business demands.
- You will work alongside HR, Operations team and product heads on teacher staffing, and recruitment.
- The position requires someone with a high degree of independence and responsibility, with good communication skills, and who is good at multitasking, and enjoys a range of different challenges.

Main Accountabilities:

Support British Council's global, regional and national English strategy by

- maintaining good relationships with customers and colleagues
- supporting the teaching centre's activities and British Council plans
- ensuring timely recruitment of teachers to staff centre according to operational needs, in adherence with British Council recruitment policies and procedures

Immigration

- Leading on all immigration processes for new visas and renewals ensuring that all documentation is submitted to INM in a timely manner
- Ensuring that the Teaching Centre employer status is renewed annually with INM.
- Ensure that all visa related payments and deferrals are fully compliant with FCCF standards
- Annually renewing the Constancia de Inscripcion de Empleador for Teaching Centre employees and updating this document according to internal needs.

Recruitment

- Coordinating recruitment of new Teaching Centre staff, including Venue Staff, in collaboration with Academic Management Team (AMT), local HR and Regional Resourcing Team.
- Ensuring that all required documentation is complete, signed off and submitted to the Regional Resourcing Team on time in order to meet established recruitment time frames.
- Provide relevant support at all stages of the recruitment process as required including, but not limited to collating applications, shortlisting, coordination of interviews, interviewing, and post-interview follow up with candidates.
- Ensuring PAS (Pre-appointment screening) request forms are submitted to Hiring Managers and Regional Resourcing Team, and following up on results with candidates.
- Supporting the Teaching Centre Manager and Local HR to find and implement solutions that bring efficiencies to the teaching operation and that are aligned to corporate policies and procedures.

Onboarding and Administration

- Ensure that all new teaching staff begin their employment according to established time frames by coordinating:
 - *Preparing entry checklists and submitting to Local Finance Team*
 - *Requesting GTI, ROAM and TCMS accounts and email distribution lists*

- *Providing support for teachers to get their CURP, IMSS and RFC on time to be registered on payroll by start of teaching.*
- *Drafting employment contracts and contract renewals and ensuring they are signed*
- *Organising induction schedules, including mandatory training*
- *Ensuring that network staff are supported with hotel reservations, subsistence and salary advance payments, flat-hunting and shipping.*
- *Coordinate network staff accommodation contracts and rental payments*
- Manage teacher HR files
- Manage end of contract process for teachers, including:
 - *Completion of exit checklists*
 - *Checking calculations and delivery of end of contract payments*
 - *Coordinating exit interviews*
 - *Supporting with network staff transfers*
- Ensure that all TC HR administrative processes are carried out in an organised and timely manner, including
 - *Preparation of active staff change forms and submission to local finance*
 - *Updating of TACOs for all teacher contract types*
 - *Support in reviewing profit payments, performance bonuses and salary increases and ensuring that databases reflect up to date information*

Safeguarding and Compliance

- Ensure accurate online and paper database records and files for Teaching Centre staff each month to support with audit requirements ensuring that the master database is constantly up to date.
- Ensure that all Mandatory training courses are completed by all new teaching centre staff and updated for existing TC staff according to corporate timeframes.
- Prepare employment letters for Teaching Centre Staff, when their Mexican police check needs to be renewed, and collecting signatures from local HR.
- Ensure safeguarding and guidelines are applied and upheld in line with standards and policy for the following areas:
 - Child Protection
 - Equality, Diversity and Inclusion
 - Safety and Security
 - Information Management
 - Fraud Awareness
 - Environmental Awareness
 - Brand

Key Relationships:

Internal

- Teaching Centre Management Team
- Teachers in Polanco and IBERO
- Teaching Centre Operations team
- Business Support Services (BSS)
- Local and Regional HR Teams

External

- Mexico Immigration

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Applicants should have full legal right to work in Mexico and British Council Mexico will, if necessary, obtain a work visa on behalf of the successful candidates.	Shortlisting
Direct contact or managing staff working with children?	Yes	N/a
Notes	All applicants must provide an enhanced disclosure from their country of origin and from previous country of residence if different. All the above need to be applied for prior post.	
Person Specification:		Assessment stage
Language requirements		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Ability to operate in Spanish and English (both written and spoken) at a business level. Non-native speakers should demonstrate a B2 CEFR level (IELTS band 6).		Shortlisting
Qualifications		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
University degree		Shortlisting
Role Specific Knowledge & Experience		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> • Knowledge of Mexican Immigration regulations • Experience in managing administrative tasks • Experience of working in multitasking environments 		Shortlisting and interview
Skills and Knowledge		<i>Assessment Stage</i>
<ul style="list-style-type: none"> • 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. • Managing finance and Resources – Level 2 Uses corporate financial systems and processes appropriately as part 		<i>Shortlisting and/or Interview</i>

<p>of the job and on behalf of a team.</p> <ul style="list-style-type: none"> • Managing People – Level 1 Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes. • 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>British Council Behaviours</p>	<p>Assessment Stage</p>
<ul style="list-style-type: none"> • Making it happen (essential) <i>Delivering clear results for the British Council</i> • Working together (essential) <i>Establishing a genuinely common goal with others</i> • Being Accountable (more demanding): <i>Delivering the best work in order to meet my commitments</i> <p>Please note: the other behaviours below will not be assessed at interview. However, all behaviours will be used for performance management purposes.</p> <ul style="list-style-type: none"> • Connecting with Others (essential): <i>Making regular opportunities to understand others better</i> • Creating Shared Purpose (essential): <i>Communicating an engaging picture of how we can work together</i> • Shaping the Future (essential): <i>Looking for ways in which we can do things better</i> 	<p><i>Interview</i></p>
<p>Prepared by:</p>	<p>Date:</p>
<p>Teaching Centre Manager</p>	<p>March 2019</p>