

Job Title	Classroom Assistant		
Directorate or Region	SSA	Department/Country	Mauritius
Location of post	Rose Hill	Pay Band	2
Reports to	Senior Teacher	Duration of job	As per contract

Purpose of job:

As a member of the British Council Mauritius team, your challenge will be to deliver effective, quality-driven front-line services to customers, and working closely with the Teaching Centre.

Context and environment: (e.g. dept description, region description, organogram)

The British Council is the UK's international organisation for cultural relations. We have had a presence in Mauritius for over 60 years. Our work in Mauritius focuses on education and we are actively involved in supporting the teaching and learning of English.

Accountabilities, responsibilities and main duties:
(including people management and finance)

The postholder will be responsible for the smooth running of the teaching centre, you will be required to work and assist during placement testing.

Main duties include:

To supervise YL students

- You are responsible for the supervision of YLs outside the classroom for 15 minutes before the first class begins and after the last class ends until parents have collected their children.
- To ensure that YLs do not enter restricted areas e.g. car park, external staircase or roof.
- To ensure that YLs do not disturb others studying or working on the premises.
- To ensure that YLs leave the classroom only with the permission of the class teacher and also in a sensible manner, e.g. no running.
- To ensure that YLs visit the WC in a quiet, quick and controlled manner.

To assist teachers

- To assist teachers in classroom activities as requested by the teachers.
- To assist YLs who need to leave the classroom e.g. a student who needs to go to the toilet or is feeling unwell.
- To assist in tidying the classrooms and help set up displays of YL work
- To assist the Senior Teacher in other duties connected with the YL programme as required.
- Working alongside slower learners to complete a task, or fast finishers as requested by the teacher.
- As an assistant you are directed to speak English at all times apart from times where it's essential to speak French/Creole (e.g. in times of emergencies, dealing with distressed/sick children)
- You are ONLY to translate into French/Creole if the teacher asks.

To assist with parents of YLs

- To answer parents' general questions on non-teaching issues and direct the parent to the teacher or other staff member on duty if necessary.
- To telephone parents if a YL is feeling unwell enough to have to go home and you will wait with the student until the parent arrives to collect him/her.

Key relationships: *(include internal and external)*

Our customers

Internal colleagues

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

The postholder will be required to work shifts which will involve working Saturdays and evenings.

Please specify any passport/visa and/or nationality requirement.	Applicants must be have the right to live and work in Mauritius.
Please indicate if any security or legal checks are required for this role.	A Morality Certificate as appropriate.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<p>Connecting with others (Essential) Working together (Essential)</p> <p>Please note: the other behaviours below will not be assessed at interview. However, all behaviours will be used for performance management purposes.</p> <p>Creating shared purpose (Essential) Being accountable (Essential) Making it happen (Essential)</p>		<p>Interview Interview</p>
Skills and Knowledge	<p>Computer skills (Level 1) Working knowledge of Microsoft Office programmes and functions)</p> <p>Communication skills (level 2)</p> <p>Ability to communicate in both English (IELTS band 6 or above), French and creole</p>	<p>Marketing and customer service (Level 1)</p>	<p>Short listing and Interview</p>
Experience	<p>Previous experience working in a customer-facing environment. Handling enquiries face to face and by telephone</p> <p>Sales and product knowledge: - Experience selling products, clarity of message, ability to listen and respond. Knowledge of sales concepts</p>	<p>Previous experience working in an educational environment.</p>	<p>Short listing and Interview</p>
Qualifications	<p>Higher School Certificate or equivalent</p>		<p>Short listing and interview</p>

Submitted by	Senior teacher	Date	15.07.2016
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