

Role Title

Office Driver

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Operations	K	Oman	Two Years	Business Operations Assistant

Role purpose

To provide driving services and other agreed administrative tasks to the Oman Teaching Centre and other departments in the Oman office, hence contributing to the successful achievement of the Oman office business goals.

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:

The British Council Oman is part of the MENA (Middle East & North Africa) region and the Gulf cluster along with Saudi Arabia, Kuwait, Qatar, Bahrain and the UAE.

The British Council has been present in Oman since 1972. Current activity includes:

- A Teaching Centre which has over 5,000 students a year
- An Examination operation which runs over 16,000 UK qualifications a year, the majority of which are IELTS
- Promotion of UK higher education in Oman – in 15-16 nearly 3,000 people from Oman were studying at degree level in the UK.
- Projects under the UK government funded Next Generation Gulf programme, including a UK-Oman alumni network, a Science and Innovation programme, and a Culture and Sport programme.
- A 'Springboard' women's development programme, which has trained nearly 4,000 Omani women since 2012
- An HSBC-funded Life Skills project for young people.

The post holder will be part of the Oman Business Operations team which provides administrative and logistical support to internal stakeholders such as the Examination department, Teaching Centre and Partnerships and Programmes as well as the wider office/business areas.

Main opportunities/challenges for this role:

The role requires flexibility in working patterns. This is a five (5) working day week which will involve working unsociable hours such as early morning, late night, weekends and holidays, and shift working with varying patterns.

Main Accountabilities:

Driving Services

The post holder will deliver driving services to specific quality and service standards:

- Meeting all visitors at the agreed location and time
- Researching the exact location of destination ahead of time
- Providing courteous services to passengers (greeting, helping with luggage...)
- Delivering and collecting British Council resources (documents, invoices, cheques, promotional material, equipment...)
- Abiding by traffic laws
- Refraining from talking on the mobile phone while driving
- Making sure that passengers are wearing the seat belts during the journey
- Making sure the vehicle is clean, fit for the journey and safe to travel
- Monitoring vehicle maintenance records and reporting malfunctions to the Business Operations team
- Keeping the vehicle journey log book up to date

Support services to all British Council Oman departments

When not booked for driving duties, the post holder will provide administrative support to all department, performing tasks such as:

- Photocopying, shredding and laminating as required
- Setting up rooms for meetings as agreed in a timely manner
- Moving materials and furniture
- Collecting mail from the post office three times a week
- Monitoring the functioning of various equipment on premises (AC's, plumbing, lighting, photocopy machines...) and reporting concerns to the Business Operations Team
- Monitoring the condition of office furnishings & furniture and reporting concerns to the Business Operations Team
- Assisting the Business Operations Administrator (Facilities) with inventories
- Assisting all departments with varied administrative tasks as required

Corporate Policies

The post holder will ensure to abide by the British Council's various policies, with a particular focus on Child Protection, Health & Safety, Fraud and Equality, Diversity and Inclusion.

Key Relationships:

Internal

- SBU leads in country – like Examinations, Teaching Centre, Projects
- Customer Services and Business Operations

External

- Business Partners

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Omani National only	Shortlisting
Direct contact or managing staff working	No	N/a

with children?	Appropriate police checks mandatory Three satisfactory references required	
Notes	The role requires flexibility in working patterns. This is a five (5) working day week which will involve working unsociable hours such as early morning, late night, weekends and holidays, and shift working with varying patterns.	
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> English (Level A2) Arabic - Fluent reading, writing and speaking 		Shortlisting, proof of level or test mandatory
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Second Secondary School Certificate 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Holding a clean (no history of accidents) and valid Omani driving license Adequate experience as a driver Good knowledge of traffic regulations Good knowledge of roads and landmarks 	<ul style="list-style-type: none"> Good knowledge of car mechanics Computer literacy and familiarity with Microsoft Outlook and Office 	Shortlisting, Interview and Driving Test
Role Specific Skills		Assessment Stage
<ul style="list-style-type: none"> Excellent driving skills and good traffic judgement Ability to use standard maps and GPS systems to navigate Managing relationships with customers, clients and stakeholders: Collects and analyses client/stakeholder/partner feedback and perceptions and identifies needs within specific area of work. Identifies barriers to service delivery and contributes to their resolution. 		Shortlisting and Driving Test
British Council Core Skills		Assessment Stage
<p>Communicating and influencing (level 1): Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</p> <p>Planning and organizing (level 1): Able to plan own work over short timescales for routine or familiar tasks and processes.</p>		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
Making it happen (essential): Delivering clear results for the British Council		Interview

<p>Being accountable (essential): <i>Delivering my best work in order to meet my commitments</i></p>	
<p>Connecting with others (essential): <i>Making regular opportunities to understand others better</i></p>	
<p>Working together (essential): <i>Establishing a genuinely common goal with others</i></p>	
<p>Creating shared purpose (essential): <i>Communicating an engaging picture of how we can work together</i></p>	<p>Required for the role but not assessed at recruitment</p>
<p>Shaping the future (essential): <i>Looking for ways in which we can do things better</i></p>	
<p>Prepared by:</p>	<p>Date:</p>
<p>Tariq Ahmad</p>	<p>21 May 2018</p>