

British Council Vacancies: Customer Services Officer

The British Council is the UK's international organisation for educational opportunities and cultural relations. We build trust and understanding between people worldwide by enabling them to share ideas and knowledge.

*The British Council is committed to a policy of **Equal Opportunity and Diversity** and welcomes applicants from all sections of the community. We guarantee an interview to disabled candidates who meet the essential criteria.*

The British Council invites applications from qualified candidates for the following fixed-term vacancy at its **Kigali** office. **The post offers a very competitive package, an excellent range of benefits and allowances, and good opportunities for professional development:**

Customer Services Officer

Job Aim: To project a professional image of the British Council and the UK to any British Council customer by delivering an effective, efficient, quality-driven and integrated response on the full range of British Council activities and services in Rwanda. To lead on furthering our interactions with customers and other interested parties through social media, our website and other virtual means.

Main Responsibilities:

- Managing all work-related enquiries including written, social media, website and telephone enquiries
- Supporting the efficient registration and administration of Teaching Centre and Exams students
- Coordinate on- and off-site events
- Collation and dissemination of information emails
- Provide financial support to Teaching Centre, Exams, Projects and facilities management departments

Core behaviours:

Creating shared purpose, working together, being accountable, making it happen.

Skills and Qualifications:

- 1st degree in a related discipline
- Customer service qualification
- At least three years' experience in a customer services role in a large customer focussed organisation
- IELTS level 7 or equivalent

Special requirements for post:

Some evening and weekend work is required.

Further information

For a detailed role profile and the application form please write to us at informationrwanda@britishcouncil.org

The British Council is committed to child protection; applications will be considered only for candidates who declare their agreement to our child protection policy. A copy of our child protection policy is available at <http://www.britishcouncil.org/organisation/how-we-work/policies/child-protection>

Deadline for receiving applications is **September 23, 2014 by 23:59 Rwandan time**. Only candidates who are successful during shortlisting will be contacted for an interview.



www.britishcouncil.org/africa