

Job Description
Ref no: SNG-T-1018

Job Title	Teacher Support and Operations Coordinator (Tampines)		
Directorate or Region	East Asia	Department/Country	Singapore
Location of post	Singapore	Pay Band	Network teacher salary scale
Reports to	Senior Teacher	Duration of job	24 months

Purpose of job

- To promote and ensure quality teaching and effective learning of English
- To support the wider aims of British Council and its cultural relations mission

Context and environment

The Teacher Support and Operations Coordinator is based in the Tampines centre but should expect to work across all 4 centres when required. The post holder will play a full role as a member of the Singapore Teaching Centre Management Team through attendance at Senior Teacher meetings and participation in operational and academic management initiatives.

The main focus of the coordinator duties is supporting and managing teachers to delivering quality teaching and effective learning of English and supporting the Tampines Centre Managers with day-to-day operations and academic management of the centre. This includes the line management of up to 4 teachers and support in training. The post holder will teach up to 12 timetabled hours per week and substitute up to an additional 3 hours per week. The post holder will be expected to be onsite at Tampines from Wednesday to Sunday.

The Tampines Centre is a 9-classroom centre that opened in September 2013. The centre offers courses for Nursery, Kindergarten, Primary, Secondary and Junior College students. There is also a full-time pre-school located on the premises. The Tampines centre currently has around 1400 students.

British Council Singapore has four centres (Napier Road, Tampines, Marsiling and Toa Payoh). Please refer to our web site at www.britishcouncil.org.sg/english for a full range of courses and information about the centres.

Accountabilities

Support British Council's global English strategy by

- delivering teaching to the highest standards of ELT
- enhancing British Council's reputation as a world authority in ELT
- continuing professional development and sharing of best practices

Responsibilities	
<ul style="list-style-type: none"> Ensuring teaching meets learner needs and expectations Ensuring teaching meets Teaching Quality standards and organisational expectations Maintaining good relationships with customers and colleagues Supporting the teaching centre's activities and British Council plans Supporting teachers and teaching assistants in delivering quality teaching and effective learning of English including line management of up to 4 teachers Supporting Tampines management team with day-to-day operations of the centre 	
Main duties	
1	Plan, prepare and deliver high quality English language teaching that meets the needs of different customer groups taking into account individual learning styles
2	Monitor progress and provide regular feedback to help manage students' performance throughout the course, and actively promote learner autonomy
3	Complete teaching related administrative tasks to specified standards
4	Actively engage in professional development and performance management to ensure quality and high standards in teaching and learning, and maintain British Council's position at the forefront of best ELT practices
5	Contribute to the development of lasting, mutually beneficial relationships by enhancing students' understanding of contemporary UK
6	Support local marketing and promotional strategy, and assist the teaching centre team in delivering excellent customer service
7	Support Senior Teachers with day-to-day operations and academic management of the Tampines Teaching Centre including scheduling, substitution, materials development, customer enquiries and feedback, teacher training and induction
8	Support Centre Manager and Operational Managers in their work by: ensuring they are fully informed about courses, resources and deadlines; identifying and meeting training and development needs including ICT; participating in induction and ongoing support of new teachers
9	Manage staff in line according to Teaching Centre policies in ensuring that observation, feedback and professional development programme are followed, a positive working environment is maintained, and in supporting development opportunities for teaching staff
10	<p>Ensure safeguarding and guidelines are applied and upheld in line with standards and policy for the following areas:</p> <ul style="list-style-type: none"> Child protection Equal Opportunity and Diversity Health and safety Edutrust

Key relationships:	
<p><u>Internal</u></p> <ul style="list-style-type: none"> • Other teachers • Teaching centre management team • Customer services and resources staff <p><u>External</u></p> <ul style="list-style-type: none"> • Learners • Parents • Partner schools 	
Other important features or requirements of the job	
<p>Although teachers tend to have a “base” in one centre, you should expect to work across all 4 centres when required. All centres have full schedules on Saturdays and Sundays. The post holder is expected to work a Wednesday to Sunday week and act as duty manager until 2200hrs up to three times a week.</p>	
<p>Please specify any passport/visa and/or nationality requirement.</p>	<p>An employment pass and the relevant ministry approval is required for this role (NB an undergraduate degree is essential to obtain ministry approval). Final appointment will be provisional on the approval of an employment pass.</p>
<p>Please indicate if any security or legal checks are required for this role.</p>	<p>UK nationals need to apply for a UK DBS check. Nationals of other countries need to provide an enhanced disclosure from that country. In addition all new teachers should acquire a police check from their current country of residence. All the above need to be applied for prior post.</p>

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<ul style="list-style-type: none"> ▪ Making it happen (essential) ▪ Working together (more demanding) <p><i>Please note: the other behaviours below will <u>not</u> be assessed at interview. However, <u>all</u> behaviours will be used for performance management purposes.</i></p> <ul style="list-style-type: none"> ▪ Being accountable (essential) ▪ Shaping the future (essential) ▪ Connecting with others (essential) ▪ Creating shared purpose (essential) 		Interview only
Skills and Knowledge	Teaching Skills (Level 2 = more demanding) <ul style="list-style-type: none"> ▪ Classroom management (Level 2) ▪ Course and lesson planning (Level 2) ▪ Subject knowledge (Level 2) ▪ Understanding your learners (Level 2) ▪ Learning technologies (Level 2) 		Interview only
	Working with children <ul style="list-style-type: none"> ▪ Ability to work in a way that promotes the safety and well-being of children ▪ Effective communication and engagement with children and their families ▪ Knowledge and understanding of child development and its impact on learning and behaviour 		Interview only
Experience	4 years post-certificate i.e. Cambridge CELTA/Trinity certTESOL experience in teaching: <ul style="list-style-type: none"> ▪ Young learners aged 5 to 10 and/or 11 to 13 and/or 14 to 17 (1,920+ hours*) 	Experience in teaching very young learners 5 – 7 years old and/or < 4years Experience in teaching Adult English, Business English and/or exam preparation	Short listing and interview
Qualifications	<ul style="list-style-type: none"> ▪ Recognised diploma in EFL i.e. Cambridge DELTA/Trinity DipTESOL and/or PGCE/B.Ed in Primary or relevant Secondary subject Cambridge CELTA/Trinity CertTESOL ▪ High proficiency in English i.e. full mastery of English across all 4 skills equivalent to user (CEFR C2) IELTS Band 8/9 in each of 4 sections of the academic module ▪ Undergraduate/university degree 	YL Extension or equivalent	Short listing only
Submitted by	Osh Fennell	Date	1 November 2014

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Section A

Information about the vacancy

Recruitment Responsibility	East Asia Regional Team	Date	1 November 2014
Location	Singapore	DAC code	SNG-T-1018
Job Title	Teacher Support & Operations Coordinator (Tampines)	Job Type	Network Teacher
Start Date	16 December (Induction) 5 January (Teaching)	Closing Date	13 November 2014
Advertise job	Internal/external	Number of posts	1

Job Specific skills, knowledge, qualifications & experience

We are recruiting a Teacher Support and Operations Coordinator to join the team in Singapore starting in January 2015. The main focus of the coordinator duties is supporting and managing teachers to delivering quality teaching and effective learning of English and supporting the Tampines managers with day-to-day operations and academic management of the centre. The post holder will also be responsible for the management and timetabling of the teaching assistants on our pre-school classes and for registration and also the line management of up to 4 teachers.

Interviews will likely be held from 18 to 22 November 2014.

The centre will be closed from 21 December – 30 December for the seasonal holidays.

Enquiries about the post can be sent to the [Regional Teacher Recruitment team](#) based in Singapore.

Internal candidates only: please remember to include the full version of your most recent end-of-year-record of performance/evaluation and confirm when the system prompts you to, and ensure that you have discussed the application with both your line and centre manager.

British Council is committed to a policy of equal opportunity. British Council is committed to safeguarding and promoting the welfare of children and young people and expects all of its partners to share this commitment. In line with the British Council's Child Protection policy, any appointment is contingent on thorough checks. In the UK, and in other countries where appropriate systems exist, these include criminal records checks.

Local restrictions on employment

All staff members have to be registered with the Ministry of Education. To do this, the British Council needs the educational certificates and degree transcripts of the teacher/trainer concerned. The British Council then writes to the universities or colleges for confirmation as required by local Singapore regulations. An undergraduate degree (Bachelor's) is essential.

An employment pass is issued by Immigration once the Ministry of Education has registered the staff member. The whole process takes about 6 to 8 weeks but the staff member concerned will be issued with a temporary visa until the process is complete. Staff members usually enter Singapore on a 3-month Visitor's Pass which they will receive on arrival.

Section B**Information about the BC Singapore Teaching Centres. A brief overview.**

British Council Singapore has four centres (Napier Road, Tampines, Marsiling and Toa Payoh)

The [Napier Road Centre](#) occupies its own custom built building next to the British High Commission, just outside the main tourist belt in a salubrious residential area. Here we run adult general and business English courses (full and part time), and courses for secondary, primary and preschool school children. The Teacher Development Centre is also based here.

The [Tampines Centre](#) is located in the east of the island in the first Carbon-neutral building in Singapore. It has 9 classrooms and offers courses for preschool, primary and secondary school children. It also houses the first Full-time Pre-school in the region. It is a busy centre located in the bustling eastern suburb of Tampines.

The [Marsiling Centre](#), an 8 - classroom centre, opened in June 2003, accommodates courses for preschool, primary and secondary school children. Located in the heartlands of Singapore, the centre has a strong community atmosphere. The centre is on the 3rd and 4th floor of a community centre in Marsiling, located in the north of the island.

The [Toa Payoh Centre](#) is a 15-classroom centre that opened in August 2009. The centre accommodates courses for preschool, primary and secondary school children, adult General and Business English courses. The Professional Development Centre (PDC), which runs business communications skills and management training courses, is also based here. The centre is on the 9th floor of the HDB Hub, an office and shopping complex, located in the centre of the island. The Toa Payoh area is high density and serviced by excellent transport links, with a bus interchange and MRT station within the complex itself.

Please refer to our web site at www.britishcouncil.org.sg/english for a full range of courses and information about the centres.

Section C

Information about the terms and conditions of service (TACOS).

Whilst the information below was accurate at time of writing, specific details and entitlements are subject to change.

Job Overview

As a member of the Tampines Teaching Centre team, you will be expected to teach high quality lessons to a range of different levels. The Tampines centre currently teaches students at Pre-school, Primary and Secondary levels. Additional adult experience would be of benefit in order to support further potential growth of new product areas. You will teach up to 12 hours per week and be expected to coordinate with the other members of the Tampines management team to make sure this the centre is run efficiently and meets expected student targets. You will also work with other members of the management team island-wide at times to coordinate events and special projects.

Contract Length	24 months	Renewable Period	24
Contract Type	Network	No. of Staff Managed	TBC
Contract Hours	37.5 per week		

Annual Salary

Salary is on a 10-point scale ranges from S\$5,359 per month to S\$7,360 per month. This applies to non-permanent residents and non-Singaporean citizens. The starting point on the scale is according to qualifications and experience. A pension contribution has already been factored into salary.

S\$2.06 = £1.00 @ November 2014

Income Tax & National Insurance

Income tax

Income tax is between 10-15% depending on total actual income. It is paid one year in arrears and staff members are responsible for submitting the necessary tax forms and arranging payment. Payment is usually demanded as one lump sum but instalments can be arranged as long as you do this before you receive your assessment.

National insurance

Applicants who have been resident and working in the UK immediately prior to going abroad for employment, are liable for UK National Insurance Class 1 contributions for one year, and the British Council will pay the employer's contributions.

Fares & Travel

Economy class flight for member of staff, accompanying partner and children from previous post or London paid by British Council Singapore. Economy class returns to London for the member of staff, accompanying partner and children at successful completion of a two-year contract if this contract is extended by mutual agreement for a minimum of a further 12-month period.

Baggage Allowance

Accountable allowance of £1,200 for single staff; £2,000 for staff with accompanying partner and/or children per transfer paid by British Council Singapore.

Annual Leave Allowance

35 days fixed leave allowance per year.

Medical Allowance

Contract staff and their non-working dependants are covered by the British Council BUPA medical plan. The plan covers medical and hospital treatment, repatriation costs and other items. Optical and dental treatment is NOT included in the policy. The full terms and conditions will be provided upon enrolment.

Settling-In Allowance

Up to 2 weeks' hotel accommodation and subsistence plus 2 weeks' settling in allowance (for single teachers) or 3 weeks' settling in allowance (for teachers accompanied by dependents).

On first appointment a network teacher is entitled to an advance of up to three months' salary recoverable in twelve equal monthly instalments.

Accommodation Allowance

N/A

Any Other Allowances

N/A

Whilst the above information was accurate at time of writing, specific details and entitlements are subject to change.

Section E**Information about the place****Country Overview**

Singapore is an island republic at the southern end of the Malayan Peninsula. This city-state has a population of approximately 4 million. It is a clean, well-organised state ambitious to become a modern showcase city.

There are few natural resources and the Government's policy is to build a strong economy based on the technical skills of its population. Education plays an important role in this and English is seen as the key to knowledge and the international market.

The role of English is further enhanced by the fact that the population is made up of a mix of Chinese (of various dialect backgrounds), Malays, Indians, and a small percentage of "others". There are four official languages - Mandarin Chinese, Malay, Tamil and English.

English is used heavily as the lingua franca. All but a small percentage of education is conducted in English, a good pass in the Cambridge University set O-level English examination being important if a student wishes to go on to higher education. English is also heavily used in business although there are sectors where Chinese is the most important language.

Singapore can offer a very comfortable lifestyle because of its relatively clean environment and stable society. Crime rates are low and the political climate is stable.

City Overview

Singapore is both the country and the city. See above.

Climate

Singapore is very near the equator. The weather is therefore hot and humid throughout the year. Although it is generally sunny, there are frequent bursts of rain. The average temperature ranges from 26 - 32°C. In December, which is usually very wet, the temperature can fall to around 25 - 6°C.

Accommodation

Most teaching staff choose to live in private apartments/condominiums which typically range from \$2,500 to \$3,500 and above- depending on the location, condition and age of the apartment.

The alternative are government flats (HDBs), which cost much less (on average \$1,400 to \$2,200) but generally don't have swimming pools, gyms etc.

General living costs & conditions

While quite an expensive place to live, the living costs in Singapore are very manageable. Everything is available, although imported goods are of course more expensive. International supermarket prices tend to be on a par with the UK, whereas prices at local markets can be much lower. Eating out can be very cheap in local food centres (\$4 for a good curry), and equivalent to UK in restaurants. Alcohol is freely available, but expensive. Books are in good supply, and the mark-up on UK prices is not too high. Cinemas are popular, with tickets at around \$8.50.

Income tax is between 10 - 15% depending on your total actual income. It is paid one year in arrears and staff are responsible for submitting the necessary tax forms and arranging payment. Payment is usually demanded as one lump sum but instalments can be arranged as long as you do this before you receive your assessment.

Although certain aspects of life here are quite expensive, it is also possible to live well but economically, and most contract staff comment that they are able to save money.

Transport & Communication

Public transport is plentiful, efficient, comfortable, and reasonably priced. This is just as well as Singapore is the most expensive country in the world to buy and own a car. As a rule of thumb, assume 3 times the price you would pay in the UK. However, a number of staff have motorcycles, which are more affordable.

The 2014 Networked Readiness Index ranked Singapore 2nd out of 148 countries for the quality of their digital infrastructure and ability to use ICT. Supported by a government with a clear digital strategy, which offers an ICT infrastructure that is relentlessly being improved, and the best online services and highest-quality education systems in the world, this city state has become a knowledge-intensive economy and ICT powerhouse.

Essentially this means incredibly good Wi-Fi and internet speeds. http://www3.weforum.org/docs/WEF_GlobalInformationTechnology_Report_2014.pdf

General Health, Medical & Dental Care

Singapore has first-rate medical facilities and services.

Network staff and their dependants are covered on the British Council's BUPA Medical Insurance Scheme.

Dental care is excellent but expensive.

Generally, Singapore is a very healthy, clean and unpolluted place to live. There are strict regulations about health and safety in all spheres. Tap water is drinkable and the island is regularly "fogged" for mosquito control.

Singapore has a low crime rate and is considered a very safe place to live.

Job Opportunities for Partners

Singapore can be attractive to working couples, either both as network contracts, or one as network contract and the other on an hourly paid basis (around \$60-70 per hour gross). Many of our teachers work long-term on this basis. There are several other schools which may offer work. There are limited opportunities for work for foreigners in other sectors.

Schooling & Childcare

Local state schools are inexpensive but are probably not suitable for the children of short-stay foreign parents. International schools are expensive. Some teachers have children below school age, but parents should take into account the costs of child care if both parents are working. A live-in maid/nanny will cost between S\$400 and \$500 a month + levy of \$345 a month plus air fares after 2 years and medical insurance.

Any Other Information (Shopping facilities, entertainment, leisure.)

According to the Mercer's 2013 Quality of Living Survey, Singapore continues to dominate the Asia rankings.

Singapore is a shopping and eating paradise. Shopping is a national pastime and it takes place in a range of locations from luxurious shopping malls selling the top world brands to wet markets. All palates are catered for by a huge variety of restaurants serving dishes from around Asia.

There is a lot of very good organised entertainment in the form of cinemas, leisure parks and leisure centres. There are several good walks available around reservoirs and through nature reserves. There is an excellent botanical garden and several well-kept parks. Most sports are available at reasonable prices - tennis, squash, golf, swimming, soccer, rugby and cricket being some of the most popular.

Singapore also plays host to major international events like the [F1 night race](#), [Singapore Arts Festival](#), [Digital Fashion Week](#) and the ever so popular [Great Singapore Sale](#).

It is also noteworthy that according to a study conducted by Pearson (2014) Singapore had the 3rd highest performing educational system in the world. The Pearson Study states that the Singapore education system prizes effort above inherited 'smartness', has clear learning outcomes and goalposts, and has a strong culture of accountability and engagement among a broad community of stakeholders.

<http://thelearningcurve.pearson.com/2014-report-summary/>

Over all, with its world class living standards and excellent education system, teachers can look forward to a truly fulfilling experience while working with the British Council Singapore

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