

## Job Description

<b>Job Title:</b>	TLEC Administration & Marketing Officer (Kuala Belait)
<b>Grade / Category:</b>	AS 2 / Officer
<b>FTE:</b>	1.0
<b>Department:</b>	Training, Learning & Exams Centre (TLEC)
<b>Reports to:</b>	Manager TLEC
<b>Direct Reports:</b>	N/A
<b>Usual Office Base:</b>	CfBT Kuala Belait Education Centre (KBEC)

### Job Purpose

To provide frontline customer service to TLEC KB clients, visitors and CfBT KB-based teachers, and to promote and market CfBT'S TLEC services in KB.

### Job Objectives

- Provide information and assistance (face-to-face, telephone and online) to employees, clients and stakeholders with respect to KBEC operations. This includes information regarding classes, exams, and services offered at the KBEC.
- Assist Manager TLEC with the planning, coordination and delivery of events, training programmes, and exams.
- Manage classroom and event bookings, and create and update class schedules.
- Process payments for classes, services, and exams, issuing receipts and maintaining accurate financial records.
- Oversee the day-to-day operation of the TLEC KB library, including checking in/out books, sorting and reshelving books, and general resource upkeep.
- Take responsibility for the control of entry access to the KB Office premises.
- Promote TLEC services, proactively, within the local community, including through the use of social media, using effective marketing strategies to increase awareness of TLEC classes and services.
- Create promotional materials, such as posters and flyers, for classes and events at the KBEC.
- Create networks and build relationships with local community stakeholders and businesses to enhance KBEC visibility and partnerships.

## Job Scope

The work routine will follow normal full-time working hours from Monday to Friday. Occasional evening or weekend work may be required to support KBEC events.

## Person Specification

<b>Knowledge</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>Education to at least 'O' Level.</li> <li>Sound knowledge of social media and marketing best practices.</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>A qualification in digital marketing; or a certificate or bachelor's degree qualification in journalism, media or communications with a specialisation in social media marketing.</li> <li>A diploma or degree in event management, public relations, marketing, or hospitality management</li> <li>Completion of a creative writing skills course.</li> </ul>
<b>Experience</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>At least two years' experience in a customer service / administrative environment.</li> <li>At least two years' experience in using social media for promotional and marketing purposes.</li> <li>Scheduling and office coordination experience.</li> <li>Experience processing payments and maintaining financial records.</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>Event management/coordination experience.</li> <li>Experience networking with local businesses and communities.</li> <li>Experience working in an education or training environment.</li> </ul>
<b>Skills</b>	
<b>Essential:</b> <ul style="list-style-type: none"> <li>Excellent written and verbal English communication skills.</li> <li>Ability to speak confidently in a public setting.</li> <li>Excellent customer service and interpersonal skills.</li> <li>Strong organisational and administrative skills.</li> </ul>	<b>Desirable:</b> <ul style="list-style-type: none"> <li>Proficiency in the use of graphic design applications such as Canva.</li> </ul>

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| <ul style="list-style-type: none"> <li>▪ Ability to form productive working relationships with key stakeholders, and to effectively work both independently and as part of a team.</li> <li>▪ Ability to be a problem-solver, display initiative, and think proactively.</li> <li>▪ Proficiency in using Microsoft Office applications including Word, PowerPoint and Excel.</li> </ul> |  |
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## Commitment to Safeguarding

A commitment to safeguarding and promoting the welfare of children is essential.  
Specifically:

### Personal Professional Qualities

- Must have a clear commitment to safeguarding children and young people in all circumstances.
- Must have a clear commitment to implementing and adhering to Education Development Trust's safeguarding and child protection policies and reporting procedures, ensuring the safety, health and well-being of children and students is maintained at all times.

### Additional Duties

- Responsibility to provide a safe and respectful environment in which children can learn.
- Responsibility to remain vigilant and follow Education Development Trust's child protection reporting procedures if you have a child protection concern.
- Responsibility to ensure all safeguarding concerns are reported and recorded as per Education Development Trust's safeguarding and child protection policies and reporting procedures.

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