

Job Title:	Course Coordinator	Job Category:	Education
Location:	AF de Hyderabad	Position Type:	FULL TIME
HR Contact:	director@afhyderabad.org	Bonus	Free classes, free cultural events, access to the library, regular trainings
Direct supervisor	Director	Functional Supervisor	None

Organizational position:

The Course Coordinator is placed under the direct authority of the Director with whom she/he works to develop the strategy for French courses. She/he reports to the Director on her/his work and has the obligation to involve her/him in all important decisions and processes concerning the management of the course service (planning, contracts, teachers's recruitment, etc.). She/he supervises the team of teachers and the reception staff for the aspects related to course registrations. She/he works in good cooperation and understanding with the Coordinator Annexes if new annexes/branches are opened.

Job Purpose:

Under the responsibility of the Director of the Alliance française de Hyderabad and in collaboration with the administrative team, the Course Coordinator develops the course offer (intra and extra muros), leads the teaching team and the reception staff for all French courses related matters, organizes the pedagogical follow-up of the department and implements the marketing approach for the promotion of the courses and certifications designed by the Director. She/he works for the smooth running and development of the pedagogical projects of the Alliance Française of Hyderabad in collaboration with the network of AFs in India and in accordance with the Référentiel Démarche Qualité. In connection with the Director and the course departments of the other AFs, she/he makes proposals on the course offering and the marketing strategy. She/he is responsible for the organization of the DELF, TEF, TCF, and other exams by AFH.

Role and Responsibilities:

- Design and programming of an innovative and agile course offering (face-to-face, hybrid, online, blended mix)
- Follow up on face-to-face, online and hybrid blended mix courses
- Development and implementation of the curriculum
- Elaboration of teachers' timetables and distribution of courses according to each teachers' qualifications and abilities and respecting the basics of course distribution
- Pedagogical coordination: help and advice to teachers, coaching of new teachers, providing information on new educational resources available, regular class observations
- Support professional development of the pedagogical team
- Hold regular meetings with the teachers to maintain consistency and quality of the courses
- In dialogue with the communication department, implement the marketing approach developed by and with the Director: market and competitive analysis, update adaptation of products and services to the demand and needs of the public, customers' satisfaction surveys, etc.
- Create new products and initiate pedagogical projects such as French in Schools
- Be a proactive player in implementing the promotion of courses and certifications

- Develop accurate course statistics and take corrective measures to increase sales based on results and in accordance with the course development strategy
- Active search for external contracts to generate more income (companies, schools, universities, governmental institutions, NGO, etc.)
- Organization and supervision of certifications and tests sessions
- Planning and management of training activities under the responsibility of the Director
- Participation in the recruitment of teachers under the responsibility of the Director
- Advise, guide and convince potential students/students to register
- Work with the team in order to deal with customers' comments and handle any difficult customer's situations
- Inventory of manuals and orders
- Manage the registration of the new students on the online platform MY ALLIANCE and PREPMYFUTURE
- Maintain good contact with the coordinator of the branches for all pedagogical matters

Qualifications and Education Requirements:

- Master's degree in Didactics of French as a Foreign Language and/or MA French
- Perfect knowledge of French and English (Telugu a plus)
- Excellent knowledge of CEFRL, DELF DALF, TEF, TCF, etc.
- Very good knowledge of the language market in India and the evolution of this sector of activity
- Knowledge of educational offers and materials, methods and online resources
- Basic knowledge of strategic and operational marketing
- Excellent IT skills and e-learning knowledge: strong appetite for IT tools and digital learning experience in setting up blended and online learning projects
- Knowledge of Language Center management softwares (AEC, Hanaf)
- Very good knowledge of classic and digital communication strategies and tools
- Excellent command of office automation tools (Microsoft Suite) and Cloud Service (Google Drive) Zoom and social networks
- Strong organizational and analytical skills
- Strong adaptability
- Ability to listen
- Ability to respect protocols and confidentiality
- Excellent negotiation skills
- Good communication and public speaking skills
- Determination and reactivity
- Good knowledge of the functioning of the AF's network
- Open-mindedness and ability to manage complexities
- Excellent team player