

Role Title

Examination Operations Officer

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administrative	Pay band 3	Sri Lanka	Indefinite	Assistant Manager Exams Operations

Role purpose

The purpose of this role is to support the administration and delivery of exams ensuring good internal and external stakeholder management, adherence to strict British Council and Exam Board quality and compliance standards, and managing risk, in meeting the business targets of the exam's unit.

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 English and Examinations Strategic Business Unit (E&E) is one of three strategic business units in the British Council (the others being Arts and Education & Society) all of which have the remit to build trust for the people of the UK by building relationships through aspects of our language and culture. E&E achieves this by enabling people across the world to access the life-changing education and work opportunities that are created by learning English or gaining valuable UK qualifications. Promoting the English language also provides a medium for communication, helping break down barriers of misunderstanding or mistrust between cultures. The British Council's 2020 vision for English and Examinations is to be the world authority in high quality English language teaching, learning and assessment, as well as the International distributor of choice for UK professional and school qualifications.

The Examinations business makes a significant contribution to British Council financial sustainability, and as such, it is essential that the business evolves in order to maintain its position in a fast-changing operating context. There is a need to standardise and automate activities across the globe to deliver efficiencies, and there is also a requirement to develop new digital products and services to meet changing customer demands and competitive pressures. In a cost and resource-constrained environment, balancing the on-going requirements and allocation of funds will be critical, as will the integration and planning of the implementation of the different changes across a global network of 100+ countries charged with the on-going delivery of impact and income whilst changing key elements of the supporting operational platform.

The British Council Sri Lanka delivers a wide range of UK qualifications, including English language assessments IELTS, Aptis and Cambridge Assessment, School, University and Professional qualifications in excess of 100,000 exams a year, across Sri Lanka and Maldives, through our offices in Colombo, Kandy and Jaffna, and in the Maldives.

Main opportunities/challenges for this role:

- There is a new Global Operating Model for Exams being implemented across the business and this role will be key to supporting delivery of our exams operations at test centre level, working with new systems and processes and ensuring that new ways of working are taken up and adhered to.
- Acting in unforeseen situations to solve problems to ensure exams delivery is successfully executed.
- Travel across Sri Lanka and the Maldives
- Weekend and evening working in order to deliver exams according to UK key window times.

Main Accountabilities:

Operations Support

- Supports functions related to planning and logistics of the exam's operations;
 - ✓ Support managing supply chain
 - ✓ Support ordering of resources and quality control
 - ✓ Support Venue staff management
 - ✓ Support Venue management
- Supports the functions of confidential materials handling and the Confidential Materials Room (CMR) to ensure British Council and Exam Boards standards are met in set up and day to day operations;
 - ✓ Receiving and secure storage of exams material
 - ✓ Sorting and packing of exam materials for designated test venues.
 - ✓ Reconciliation of confidential material and ensuring that they are according to plan, report and escalate any discrepancies, and maintaining of appropriate logs for record.
 - ✓ Handling of suitcases and storage materials for distribution.
 - ✓ Archiving and shredding of exams material.
- Supports handling of process guides, stationery, branding, signage, and technical equipment used for exams delivery.
- Supports the operation and implementation of exams automated and online registration systems.
- Provides technical support to stakeholders in managing registration systems.
- Overseas and coordinates test day delivery at exams venues.
- Supports continuous improvement in efficiency, cost effectiveness and quality of service delivery in the team.

Customer support, relationship and stakeholder management

- Receives and responds to enquiries from/to customers and may be a specific point of reference on queries relating to an area of nominated expertise or responsibility.
- Recognises and understands the impact of incidents arising (e.g. complaints, resourcing problems, logistical or technical difficulties) and proactively alerts the team leader to any issues of concern that are likely to impact service/project/task delivery or customer experience.
- Supporting continuous improvement in the efficiency and quality of service delivery and systems to the satisfaction of stakeholders.
- Proactively work to deliver satisfactory and timely resolution of customer (internal or external) complaints, coordinating input from other team members as required, while ensuring the customer is kept informed throughout the process.
- Develops good working relationships and engagement with supply chain, Venue Staff and appropriate colleagues throughout the British Council to facilitate effective and efficient service delivery.
- Act as point of contact and support manage escalated issues in country from Venue Supervisors and venues, supported by Assistant Manager Exams Operations / Cluster team when required.

Risk and Compliance

- Undertake contingency and risk management at the exams venues by liaising with Customer Services, Examiner or Venue Staff to ensure alignment of communications.
- Leads in providing support related to compliance or investigations on CMR, test day and related issues.
- Follows agreed corporate risk management processes and procedures when delivering services (e.g. child protection, security policies, financial protocols, anti-fraud measures etc.) to protect the interests of the British Council and its customers always.

Analysis and Reporting

- Support the use of standard procedures and templates, and regularly records, analyses and reports on operational activity such as venue staff performance to support senior managers in making timely and effective business decisions that respond to operational needs.
- Supports feedback meetings to review test day performance delivery, continual improvement and corrective actions

Managing self and others

- Plans and prioritises own work activities, which span across a range of different work streams, responding to changing and at times competing requirements to ensure effective delivery of responsibilities over a weekly/monthly time horizon.
- Assigns work and coordinates others (e.g. internal colleagues or external contractors/suppliers) to complete time-limited, straightforward activities, within established procedures, in order to ensure efficient delivery of services.
- Monitors task completion to agreed quality and time standards.

All above accountabilities, duties and responsibilities should comply with standards and guidelines incorporated in the Global Policy Framework. (i.e. Code of Conduct, Global Policy Statements and Raising Concerns Policy)

Key Relationships:

Internal

- Regional Operations Teams
- Exams Business Development and Account Relationship Manager
- Assistant Manager and Manager Exams Operations
- Customer Services
- Finance and Resources team

External

- Examiners, Venue Staff, Customers, Key Account Representatives, Venue and other vendors

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Sri Lankan citizen or in possession of a valid work visa to work in Sri Lanka	Shortlisting
Direct contact or managing staff working with children?	Yes	N/A
Security or legal checks required for this role	Under our Child Protection agenda, the post-holder is required to obtain a Police Report, Medical report, three reference checks, three forms of ID and original qualifications prior to appointment.	
Person Specification:		Assessment stage
Role Specific Knowledge and Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>

<ul style="list-style-type: none"> GCE Advanced Level or equivalent qualification. 	<ul style="list-style-type: none"> Experience working in Exams Experience of supporting on delivery of computer-based exams. Administrative and operational work experience. 	Shortlisting AND/OR Interview
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> N/A 		
British Council Core Skills		Assessment Stage
<ul style="list-style-type: none"> Communicating and influencing (level 1) Communicates clearly and effectively - Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing. Planning and organising (level 1) Is methodical - Able to plan own work over short timescales for routine or familiar tasks and processes. Managing people (level 1) Supports Others - Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes. Using technology (Level 1) Operates as a basic user of information systems, digital and office technology - Able, with adjustments if necessary, to use office software and British Council systems to do the job and manage documents or processes. 		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
Behaviours assessed during interview stage of recruitment process		<p>The position holder will be required to demonstrate all six behaviours, on the job. These will be assessed during year end performance evaluations.</p> <p>Behaviours to be assessed during the interview stage of recruitment are mentioned.</p>
<ul style="list-style-type: none"> Working together (Essential level): Establishing a genuinely common goal with others Making it happen (Essential level): Delivering clear results for the British Council Being Accountable (Essential level): Delivering my best work in order to meet my commitments 		
Behaviours not assessed during recruitment process		
<ul style="list-style-type: none"> Connecting With Others (Essential level) Creating Shared Purpose (Essential level) Shaping the Future (Essential level) 		
Prepared by:		Date:
Acting Country Exams Manager		23 November 2018