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| **Role Title** |
| **Exams Assistant (Test Day, CMR and Post Exam Processing) (Czech Republic)** |
| **Role Information** |
| **Role Type** | **Pay Band** | **Location** | **Duration** | **Reports to:** |
| **Administrative** | **Local Grade J** |  **Prague** | **1 year (initially)** | **Exams Coordinator (Test Day, CMR and Post Exam Processing)** |
| **Role purpose** |
| The purpose of this role is to support effective and efficient delivery of Exams within a location as well as post-exams processing. This role will be the point of contact for Venues/Venue Supervisors on the day and will support the management of Venue Staff and Examiner engagement, relationship and performance. The role will support the resolution of risks and issues, including customer communication directly or through customer services.This role will support the safe handling of confidential materials in accordance with compliance standards during the multiple exchanges in country/location. This includes movement and activities related to the primary storage area known as the Confidential Materials Room (CMR) as well as final preparations of the Exam delivery before and during Test Day. This role includes support in running Test Day activities including preparation of all test day materials e.g. stationery, uniforms, banners, IT equipment. The role is also responsible for timely scanning and submitting of exam papers to meet requirements for marking as well as for processing enquiries on results. |
| **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 & 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 110+ countries charged with the on-going delivery of impact and income whilst changing key elements of the supporting operational platform. |

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| **Main opportunities/challenges for this role:** |
| * To ensure delivery of exams at test centre level, working with new systems and processes and ensuring that new ways of working are taken up and adhered to.
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| **Main Accountabilities:** |
| **Product Service Support*** Supports the selection of suitable venues by viewing venues identified by Cluster Operations Planning function (if required).
* Receives exam materials and stores them securely in the Confidential Materials Room (CMR).
* Undertakes sorting and packing of exam materials for designated test venues and supports exam materials reconciliation.
* Arranges transport of confidential materials and resources required on test day to the exam venue.
* Acts as a point of contact for Venues and Test Day Staff 48 hours prior to and on the Test Day.
* Ensures proper procedures and documentation is adhered to when handing over exam materials to courier or Venue Staff (VS).
* Ensures that British Council-owned equipment and materials are available and ready to use when needed.
* Distributes sufficient resources to venues as per requirements (e.g. process guides, stationery, branding, signage, technical equipment).
* Ensures proper script receipt tracking, packing and return OR scanning, storing and shredding.
* Inputs exam results into Awarding Bodies platforms.
* Scans post-exam scripts and/or despatches to Awarding Bodies.
* Produces TRFs and certificates and issues results to candidates. Sorts and delivers B2B certificates to B2B Ops Support function, if required.
* Processes Enquiries on Results with the Awarding Bodies.
* Provides timely escalation of issues, enabling the adaptation of work plans where necessary.
* Supports continuous improvement in efficiency, cost effectiveness and quality of service delivery by using standardised systems and processes.
* Performs financial duties relevant to the function (e.g. raising POs, processing invoices, etc.).

**Customer support*** Identifies where more complex issues require resolution by others and refers them on accordingly.
* Recognises and understands the impact of incidents arising (e.g. complaints, resourcing problems, logistical or technical difficulties) and proactively alerts relevant teams to any issues of concern that are likely to impact service/project/task delivery or customer experience.

**Risk & Compliance*** Ensures adherence to Business Assurance standards (e.g. management of CMR, incident reporting, raising awareness of security standards in the team).
* When requested carries out random checks on Test Day to prevent issues from arising.
* Provides support and reporting for audits and performance reviews.
* Follows agreed corporate risk management processes and procedures when delivering services (e.g. child protection, security policies, financial protocols, anti-fraud measures) to protect the interests of the BC and its customers at all times.

**Managing self & 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.
* Monitors internal colleagues or external contractors/suppliers task completion to agreed quality and time standards.

**Test Day Support*** Where appropriate this role will be part of a team carrying out Duty Officer duties on a rotational basis supporting test day delivery. The test day roster will include some early morning and weekend cover.
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| **Key Relationships:** |
| ***Internal**** *Cluster Operations teams*
* *Exams Operations Manager*
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| * *Customer Services team*
* *Finance team*
* *Resources teams*

***External**** *Vendors*
* *Examiners;*
* *Venue Staff.*
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| **Role Requirements:** |
| **Threshold requirements:** | **Assessment stage** |
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| **Passport requirements/ Right to work in country** | The post holder must have existing right to live and work in the Czech Republic. | Shortlisting |
| **Direct contact or managing staff working with children?** | No | N/a |
| **Notes** | Police check required due to confidential materials |  |
| **Person Specification:** | **Assessment stage** |
| **Role Specific Knowledge & Experience** |
| ***Minimum / essential*** | ***Desirable*** | ***Assessment Stage*** |
| * Experience in identifying and minimising risk
* Experience of working in a busy operational environment.
 | * Experience of supporting on delivery of computer-based exams
* Experience in working in administrative posts.
 | Shortlisting |
| **Role Specific Skills (if any)** | ***Assessment Stage*** |
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| * English language skills to the CEF B2 level
* Czech language skills to the CEF C2 level
* Proficient user of MS Windows Office applications
 | Shortlisting AND Interview  |
| **British Council Core Skills** | ***Assessment Stage*** |
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| **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.**Using Technology (level 1) Operates as a basic user of information systems, digital and office technology**Able 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*** |
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| **Connecting with others (Essential)**Making regular opportunities to understand others better**Making it happen (Essential)**Delivering clear results for the British Council**Being Accountable (More demanding)**Delivering my best work in order to meet my commitments | *Interview* |

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| **Shaping the future (Essential)**Looking for ways in which we can do things better |  |
| **Prepared by:** | **Date:** |
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| Anna Gwardys, Regional Operations Manager, EU | May 2020 |