

Role Title

CMR & Logistics Officer

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administrative	PB4	One post Lahore based	Indefinite	Head of Operations Geography

Role purpose

The purpose of this role is to ensure the safe handling in accordance to compliance standards, of confidential materials by 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). confidential exam materials & logistics across all our locations in Pakistan. This is for all exam products and related materials and includes handling logistics and quality of all materials to enable effective test day delivery including uniforms, banners, scanners, equipment ;receiving, sorting, storage, movement, archiving and/or shredding of confidential material (CM) in line with British Council and Exam Board Quality and Compliance standards

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 work with over 100 countries across the world in 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

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.

Main opportunities/challenges for this role:

- Working across a portfolio of products
- Dealing with a combination of regular activity (IELTS, Professional) and huge peaks and troughs (Schools)
- Implement improvement actions in the distribution and logistics of handling confidential materials
- Support additional Exams activities to support operational necessity / emergency

Main Accountabilities:

Product Service Delivery

- Implementation of the functions and processes of confidential materials handling and the Confidential Materials Rooms (CMR) to ensure British Council standards are met and exceeded
- Ensuring sorting and packing of confidential exam materials for all exam products are timely and meet British Council standards
- Reconciling exam materials and papers received are as per plan, escalate any discrepancies.
- Ensuring adequate suitcases and storage materials for distribution ordering and budget management.
- Ordering test day resources, (e.g. process guides, stationery, branding/signage/ technical equipment – speaking test/hand scanners)
- Ensuring the proper procedures and documentation is adhered to when handing over to courier. Management of Couriers, script receipt tracking, packing and return OR scanning, store and shredding
- Supporting continuous improvement in efficiency and cost effectiveness of service delivery liaising with Business Improvement Lead

Customer service

- Satisfactory resolution of customer (internal or external) operational complaints and issues regarding Confidential Materials and other above process
- Identifies where more complex issues require resolution by other people and refers them on accordingly.
- Recognises and understands the impact of incidents and alerts the team leader to any issues of concern that are likely to impact service delivery or customer experience.

Relationship & stakeholder management

- Develops good working relationships with appropriate colleagues to facilitate effective and efficient service delivery
- Carries out instructions and requests from Team Lead efficiently and effectively.
- Builds an understanding of who's who within the overall team to enable effective resolution of issues
- May interact with individual Customer queries, B2B customers, or Exam boards

Risk & compliance

- Ensures adherence to CMR standards and management as set forth and carry out frequent random checks to proactively prevent issues from arising.
- Provides support 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.
-

Key Relationships:

Internal

- *Head of Operations Geography*
- *CMR & Logistics Manager*

- Procurement
- Business Improvement Lead
- Customer Services, Finance and Resources teams

External

- Courier Companies and Logistics Partners
- Examiners; Venue Staff
- B2C and B2B Customers

Role Requirements:		
Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country		Shortlisting
Direct contact or managing staff working with children?	No	N/a
Notes		
Person Specification:		Assessment stage
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Minimum Bachelor's Degree		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Experience working in an operations /logistics environment managing confidential materials 		Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> ▪ N/A 		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
<p>Planning and organising (level 1) Able to plan own work over short timescales for routine or familiar tasks and processes</p> <p>Managing Risk (level 2) Has track record of identifying and highlighting risks and suggesting mitigating actions.</p> <p>Analysing Data and Problems (level 1) Breaks down problems into a list of tasks to be done and decides on appropriate action.</p> <p>.</p>		Shortlisting AND Interview
British Council Behaviours		Assessment Stage

<p>Making it happen (More demanding): Challenging myself and others to deliver and measure better results</p> <p>Being Accountable (More demanding). Putting the needs of the team or British Council ahead of my own</p> <p>Working Together (Essential) Establishing a genuinely common goal with others</p>	<i>Interview</i>
Prepared by:	Date:
Imtiaz Razvi Country Exams Manager	