

Role Title

Appeals and Investigations Officer

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Advisory, Policy & Expertise	Pay band 6	China	Indefinite	Senior Appeals and Investigations Officer

Role purpose

To deliver high quality, fair and independent Exams investigations and appeals outcomes that meet the needs of internal stakeholders, awarding bodies and test takers.

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.

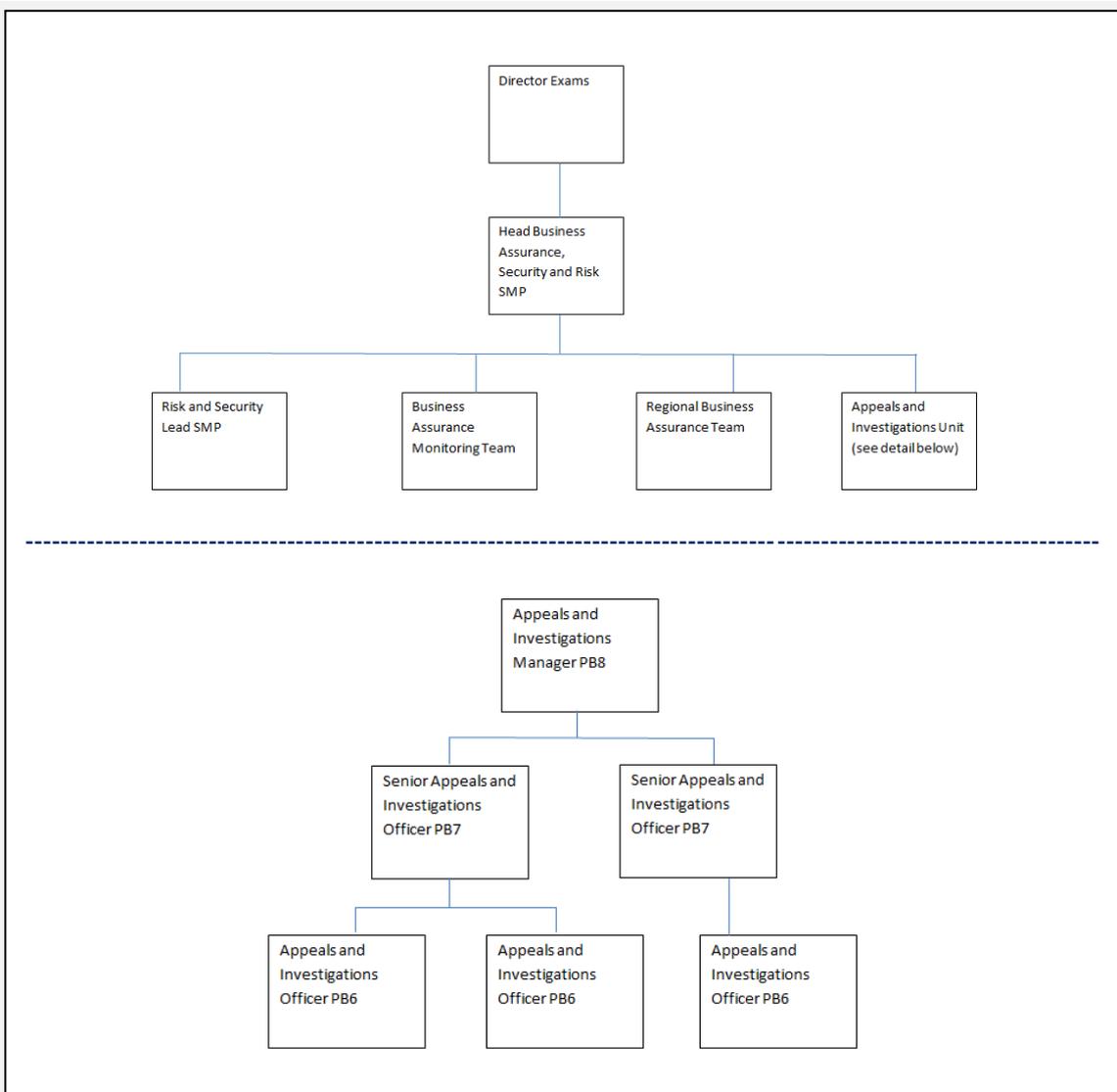
The Examinations business makes a significant contribution to British Council financial sustainability, and as such, it is essential that the business evolves to maintain its position in a fast-changing operating context. There is a need to standardise and automate activities across the globe to deliver 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.

The new cross-product Business Assurance function reports directly to Director Exams, independent of delivery lines. It provides guidance on compliance to corporate and awarding body requirement and advises delivery teams on risk management. The function ensures robust monitoring processes and systems are in place, and that incidents and security breaches are investigated and managed effectively.

Main opportunities/challenges for this role:

- Deliver timely, professional and objective appeals and investigation outcomes, arising from the moderate/significate risk contexts
- Support Appeals and Investigations team in identifying process efficiencies and improvements
- Apply professionalism and expertise to the Appeals and Investigations unit within the wider Business Assurance function
- Contribute to verifications process as needed

Organogram



Main Accountabilities:

Consultancy, analysis & problem-solving

- Takes ownership of moderate/significant risk investigation needs reported across all products, carrying out high quality, unbiased investigations, in line with corporate and awarding body expectations
- Recording/logging and escalating investigations according to corporate and board requirements
- Contributes to the appeals process related to EOR outcomes to Centre administration decisions
- Contribute to verifications process ensuring timely responses
- Applies detailed understanding of methods, systems and procedures within the field of appeals and investigations to provide practical advice and appropriate services to internal customers
- Uses detailed understanding of specialised processes and systems within the area of appeals and investigation to prepare reports and other materials using standard and non-standard formats and software
- Analyses and presents information clearly to Business Assurance and other colleagues, drawing conclusions and identifying trends (rather than conveying simple facts) to support effective business/service planning and decision-making on the part of the internal customer(s)

Internal customer focus

- Responds knowledgeably and professionally to enquiries within appeals and investigations area, to ensure internal customers receive high quality, prompt and timely service and/or advice. Refers on to others only complex enquiries, or those outside own area of expertise
- Uses a range of enquiry, research and analytical approaches to ensure they have an accurate understanding of the internal customer's business needs and concerns before providing appropriate services, advice or problem-solving support

Service improvement

- Undertakes additional research, reporting or project implementation tasks, as required, to support the effective development and delivery of services by the wider appeals and investigations function – this will be particularly critical in the early years of the new function and unit, as new, cross-product approaches are embedded and reviewed.
- Uses a range of standardised systems (e.g. MS Office, BC Systems, Gantt Chart, Visio) to help develop Reports, Operational Dashboards to support the high-quality services to a range of customers (internal and/or external).

Functional expertise

- Proactively maintains a sound working knowledge of developments in external policy, awarding body regulations, practice and regulation within their functional discipline to build credibility, confidence and business insight.
- May be the “go to person” for first-line advice and guidance on a specific practical process (e.g. verifications), topic or system – either within the corporate functional department or embedded within a geographical unit or SBU team.
- Using standard procedures, regularly records, analyses and Translates Data and operational level agreements into reports and performance data to support managers in making timely and informed business decisions that respond to operational needs.
- Likely to be part-qualified within the relevant professional accreditation or chartered status for their functional discipline (or the equivalent by experience) - e.g. risk management and/or investigations/counter fraud

Commercial & financial management

- Operates and runs regular reports on range of standard, corporate financial processes and procedures to enable effective budget and resource management for appeals/investigations activities, unit or project(s) – e.g. purchase order system, FABS,

- SAP, procurement processes
- Actively seeks to maximise value for money when acquiring resources, goods or services from external suppliers on behalf of the team/unit or project

Relationship & stakeholder management

- Develops good working relationships with appropriate colleagues throughout the British Council and in the relevant functional disciplines (Business Assurance, Delivery) to facilitate the effective provision of high quality and customer-focused services and advice
- As required, occasionally represents the British Council in discussions and dealings with external suppliers/providers

Leadership & management

- Plans and prioritises own activities, which span across a range of different work streams (i.e. Appeals, Investigations and Verifications) or internal client relationships. Responds to changing and at times competing requirements to ensure effective delivery of responsibilities over a monthly/quarterly time horizon
- Tasks and coordinates others (e.g. internal customers, colleagues or third-party suppliers) to complete activities in accordance with agreed corporate procedures relevant to the functional discipline (e.g. in the return/upload of necessary verification/investigations documentation from test centres)
- May provide guidance and support to colleagues through on-the-job training and coaching on use of systems/processes relevant to the area of functional expertise

Key Relationships:

Internal

- Appeals and Investigations team
- Head Business Assurance, Security and Risk, Regional Business Assurance Leads, and Assistants
- Regional/cluster/country Exams management teams
- Exams Business Improvement teams
- British Council Audit and Counter Fraud teams
- Exams Distribution Account Managers

External

- Awarding body representatives

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country		Shortlisting
Direct contact or managing staff working with children?	Yes – if based in British Council office that could facilitate regular contact with children IF YES. Appropriate police check	N/A
Notes		
Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>

<ul style="list-style-type: none"> English Proficiency C1 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> High School/A Level/University entrance level education 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Experience in applying investigations/appeals or other global/regional processes and approaches Understanding of a wide range of distribution, partnership and British Council Exams products, and their delivery and security needs Experience of contributing to a geographically dispersed team (e.g. across a region or large country) Successful demonstration of monitoring and adhering to external compliance frameworks and audit standards 		Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> In addition to ability to meet main accountabilities detailed above, good relationship and stakeholder management skills. Excellent attention to detail and ability to work to tight deadlines. Skillful/ Expert user of IT applications (including MS Word, Excel, PP). 		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
<p>Communicating and influencing (level 2). Relates communications to circumstances. Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p> <p>Managing projects (level 2). Analyses project data Examines project data and performance, reporting on progress and recommending corrective action as needed.</p> <p>Planning and organizing (level 2). Plans ahead Organizes own work over weeks and months, or plans for others, taking account of priorities and the impact on other people.</p> <p>Analyzing data and problems (level 2). Uses data Reviews available data and identifies cause and effect, and then chooses the best solution from a range of known alternatives.</p> <p>Managing risk (level 1). Follows good practices</p>		Shortlisting AND Interview

Demonstrates understanding of risk management policies and procedures and record of following them.	
British Council Behaviours	Assessment Stage
Connecting with others (Essential): Making regular opportunities to understand others better	<i>Interview</i>
Working together (More demanding). Ensuring that others benefit as well as me	
Prepared by:	Date:
Richard Ings, Head of Business Assurance, Security and Risk	August 2018