

Role Title

Examinations Services Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exams	4	Beijing	6 month fixed term	Examinations Services Officer

Role purpose

To provide professional and effective service to IELTS candidates in China and ensure the IELTS EOR service is compliant with global IELTS Administration Manual, audit requirements, and China-specific IELTS administration procedures.

About us

The British Council is the UK's international organization 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:

This role based in Beijing, China, within the Customer Service team. The job holder will handling over 40000+ EOR applications from 4 regions in China per year as well as monitoring a pool of 80+ EOR examiners nationally.

Main opportunities/challenges for this role:

- Maintaining a close working relationship with 80+ examiners and three other office teams based in Shanghai, Guangzhou and Chongqing
- The ability to multi-task and prioritize tasks under pressure, especially during peak seasons
- Being part of a growing business with career opportunities in multiple disciplines
- An excellent opportunity to work with people from different cultural backgrounds

Main Accountabilities:

1. Taking full responsibility for executing IELTS service processes for four offices in China, in compliance with the standards and requirements set in the IELTS Administration Manual
2. Monitoring the service processes in the Beijing office - ensuring records and materials are handled in an accurate, secure and effective manner
3. Document filing, shredding and stock management
4. Establishing a sustainable working relationship with all stakeholders
5. Actively coordinating and participating in business transformation, procedure changing and system testing
6. Professional development and other duties including:
 - Attending training sessions, workshops and other professional development activities as necessary
 - Ensuring all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and that these are taken into account when planning and delivering activities
 - Managing information created and received in compliance with the British Council's information management standards & policies, the UK Data Protection Principles, and local legislation
 - Other duties and projects as assigned

Key Relationships:

Internal

- Internal Exams team
- IELTS EOR examiners
- IELTS Administration staff in other regions of China

External

- IELTS candidates
- Courier service suppliers
- Outsourcing service suppliers

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Right to live and work in China	Shortlisting
Direct contact or managing staff working with children?	Yes	N/A
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 B2 (Aptis, IELTS 5.5 or equivalent) ▪ Chinese (Mandarin native-speaker) 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	Assessment Stage
<ul style="list-style-type: none"> ▪ An undergraduate degree or qualification(s) that can be demonstrated to be equivalent to an undergraduate degree. 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	Assessment Stage
<ul style="list-style-type: none"> ▪ Demonstrates work experience in an administration or customer service environment ▪ Computer skills: level 1 (can effectively use Windows platform applications: Outlook, Word, Excel, PowerPoint) 		Shortlisting
British Council Core Skills		Assessment Stage
<ul style="list-style-type: none"> • Communicating and Influencing - Level 1 • Planning and Organising - Level 1 • Analysing Data and Problems - Level 1 • Using Technology - Level 1 • Managing Risk - Level 1 		<i>Shortlisting AND Interview</i>
British Council Behaviours		Assessment Stage
<ol style="list-style-type: none"> 1. Making it Happen - <i>Essential</i> 2. Being Accountable - <i>Essential</i> 3. Working Together - <i>Essential</i> 		<i>Interview</i>
Prepared by:		Date:
EOR manager		15/11/2018