

Role Title

Regional Operations Support Officer UK Region

Role Information

| Role Type | Pay Band | Location | Duration | Reports to: |
|-------------------|------------|----------------------|--------------|------------------------------------|
| Business Delivery | Pay band 6 | London or Manchester | FTC – 1 year | Regional Operations Manager Europe |

Role purpose

To support the Regional Operations Manager (ROM) to deliver the exams operational strategy within the region, prioritizing the IELTS product. The role will assist with implementing changes to exams operations and ways of working. There will be close working with the cluster and country operations teams to support and ensure efficient and effective capacity, cost management and test day delivery.

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.

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:

- Supporting the setting up of the operations function under a new Operating Model across the UK Region, assisting with the development of new ways of working across the function.
- Upholding quality and compliance standards and efforts to standardize in IELTS
- Supporting the implementation of significant change

Main Accountabilities:

Product/Programme/Service delivery

- In conjunction with the ROM Europe ensures the centres have the capacity to meet market demand.
- Assists with the establishment of new IELTS test centres and locations in the UK and Ireland.
- Works with Business Improvement colleagues with the continuous improvement in operational capability, efficiency and cost effectiveness
- Uses a range of standardised systems and processes to plan and coordinate timely and cost effective logistical support to enable the delivery of services to a range of customers (internal and/or external)

Customers & stakeholders

- Handles a range of centre support enquiries and complaints, through to resolution
- Develops good working relationships with appropriate colleagues to facilitate effective and efficient service delivery
- With regional customer services gathers feedback to drive improvement
- Supports the relationship with direct and independent test centres through regular contact and support to ensure long term business commitment, ensuring all relevant parties are informed and updated

Risk & compliance

- Assists contingency planning, contingency implementation management and risk management of supply in IELTS
- Ensures quality of Speaking Examiner marking and compliance with PSN policies
- Provides support to the regional Examiner Support Coordinator on Speaking Examiner trainer recruitment, standardization, certification and other related administrative PSN tasks
- Uses standardised processes to monitor compliance with agreed corporate risk management procedures relevant to service delivery

Analysis & reporting.

- Conducts analysis of regional operations and delivery information and compiles business reports for business planning and as required for audit, incident & investigation.
- Presents information to enable evidence-based operational decision-making and planning.

Leadership & management

- Working closely with the global business improvement function, supports and delivers training for centre staff, including preparing training materials and conducting regional training events to improve operational effectiveness of colleagues
- Shares intelligence and ideas to support senior managers in identifying/ developing / implementing new or improved operational plans.
- Assists with effective team working across Operations in region and ways of working with Commercial/Business Development

Key Relationships:

Internal

- Regional Operations Manager Europe
- Regional Exams Director Europe
- UK Country Exam Lead
- Regional/Country Business Assurance
- Commercial Manager
- Cluster Heads of Operations
- Business Development/Exam Leads
- Business Improvement Leads
- Customer Services, Procurement, GIS, HR, Finance and Resources teams; Cluster Exams Team
- Global Operations Team including Marking Hub

External

- Suppliers
- Exam partners and agents; Exam Boards; Receiving Organisations

Role Requirements:**Threshold requirements:**

| | | Assessment stage |
|---------------------------------------------------------------|--------------------------------------------|------------------|
| Passport requirements/ Right to work in country | | Shortlisting |
| Direct contact or managing staff working with children? | Yes/No IF YES. Appropriate police check | N/a |
| Notes | | |

Person Specification:**Language requirements (DELETE IF NOT APPROPRIATE)**

| <i>Minimum / essential</i> | <i>Desirable</i> | <i>Assessment Stage</i> |
|-------------------------------|------------------|-------------------------|
| ▪ IELTS Level 7 or equivalent | | Shortlisting |

Role Specific Knowledge & Experience

| <i>Minimum / essential</i> | <i>Desirable</i> | <i>Assessment Stage</i> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <ul style="list-style-type: none"> ▪ Experience of overseeing IELTS operations in a business environment ▪ Operational experience in a large scale commercial business across a number of countries ▪ Demonstrates the ability to sustain and support the growth of an exams product in line with strategic priorities ▪ Experience of delivery change and ensuring that new ways of working are embedded | <ul style="list-style-type: none"> ▪ Experience of leading on delivery of computer based exams ▪ Experience working in an Exams environment | Shortlisting |

Role Specific Skills (if any)

| | Assessment Stage |
|-------|----------------------------|
| ▪ N/A | Shortlisting AND Interview |

British Council Core Skills

| | Assessment Stage |
|--|------------------|
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| <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>Finance and resource management (level 2) Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.</p> <p>Managing risk (level 1). Follows good practices Demonstrates understanding of risk management policies and procedures and record of following them.</p> <p>Commercial and business development (2) Analyses trends Researches markets and conducts cost/benefit analyses to identify new opportunities or recommend improvements to current initiatives</p> | <p><i>Shortlisting AND Interview</i></p> |
| <p>British Council Behaviours</p> | <p>Assessment Stage</p> |
| <p>Connecting with others (Essential): Making regular opportunities to understand others better Working together (More demanding) Ensuring that others benefit as well as me Making it happen (More demanding): Challenging myself and others to deliver and measure better results Shaping the future (Essential). Looking for ways in which we can do things better</p> | <p><i>Interview</i></p> |
| <p>Prepared by:</p> | <p>Date:</p> |
| <p>Maria Ellwood, IELTS Regional Manager UK, Ireland and Americas</p> | <p>1 January 2019</p> |