

Job Title	Executive Exams Customer Services		
Directorate or Region	South Asia	Department/Country	India
Location of post	Gurgaon	Pay Band	J
Reports to	Manager Exams Customer Services	Duration of job	Indefinite

**Purpose of job:**

To support the delivery of UK examinations to enable the British Council to achieve its objectives by ensuring the highest levels of service are offered to both internal and external customers and all quality and compliance standards are met.

**Context and environment:**

The British Council is the UK's International organisation for educational opportunities and cultural relations, while our work in Examinations Services is focused around our vision of creating global opportunities with trusted UK qualifications and assessments. India is a priority country for the British Council, while its Examinations Services operation is among the largest in the world with significant targets for growth in volume and income in the coming years.

BC Examinations and English Services Pvt Ltd (BCEESIPL) is an Indian commercial entity wholly owned by the British Council, UK. Governed by a Managing Director and Board, BCEESIPL provides a range of services to BC UK in the areas of Examinations and English. In 2018/19 BCEESIPL will deliver 700,000 examinations in English Language assessment and professional qualifications in 45 cities and 70 venues across India as well as providing B2C Digital Learning courses, corporate ELT training services and two major employability skills and assessment projects with State Governments in Kerala and Andhra Pradesh. BCEESIPL employs 350 staff in 4 offices in Gurgaon, Mumbai, Chennai and Kolkata.

In India, quality education, high proficiency in English and international qualifications are seen to be essential for socio-economic development. Examination Services creates opportunities for individuals desirous of obtaining internationally recognised qualifications without travelling abroad – and in preparation for doing so. In a country with a population of over 1.1 billion and an estimated aspirant (T3) profile of 7 million (and rapidly growing), there is still a vast untapped potential that offers a positive future to Examinations Services in India.

**South Asia Region:** The region is of high priority for the UK covering both high-growth economies (notably India, with a population of 1.2bn) and other countries important to the UK from a security perspective, principally Pakistan and Afghanistan. It comprises India, Pakistan, Bangladesh, Afghanistan, Sri Lanka, Iran (non-represented) and Nepal. Programme priority areas are English, where there is a need to develop a stronger product offer for teachers and learners; Higher Education (with large opportunities in market intelligence and knowledge transfer) and the Arts. The region's exams business is one of the largest in the network.

**Main Accountabilities, responsibilities and duties:**

- Assist in delivering operational excellence in the delivery of IELTS and other examinations.
- Deliver a service to the customer across all channels which is above the British Council global minimum standards.
- Ensure Customer Service standards are adhered to; Enquiries and complaints are handled as per corporate policies and standards, including Examinations Quality Standards (EQS), Corporate

Customer Service Standards, British Council Equality, Diversity and Inclusion (EDI) policies & practice, Child Protection & Data Protection requirements and in line with the standards set by the relevant Boards and Professional Boards.

- Handle all customer enquiries including complaints as per corporate policies and standards.
- Adhere to operations service level agreements & agreed turnaround times as per customer service standards.
- Adhere to India Exams, global and board specific procedures and policies ensuring that procedural timelines are met.
- Complete required financial tasks as per British Council Financial guidelines and provide accurate financial information when requested.
- Record accurately and to defined timelines all information relating to customer discussions and communication.

**Key relationships:** (include internal and external)

**Internal**

India Exams Management team.  
 India Exams Logistics and Operations Managers.  
 India Marketing teams.  
 Colleagues in the India Contact Centre, Noida.

**External**

Exam Candidates  
 Exam Boards & Professional Bodies

**Other important features or requirements of the job**

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

Working hours may be on a shift rotation between the hours of 08:00 and ending by 20:00. Weekly working rota of 5 days, this could be Monday – Friday, Tuesday – Saturday, but may include Sundays as working days occasionally. Possibly occasional travel around India.

Please specify any passport/visa and/or nationality requirement.	The candidate should have a legal right to work in India
Please indicate if any security or legal checks are required for this role.	Reference and Background Verification Checks as per British Council India HR policy

## Person Specification

	Essential	Desirable	Assessment stage
<b>Behaviours</b>	Being Accountable (essential) Working together (essential) Making it happen (essential)		Interview
	Creating shared purpose (essential) Shaping the future (essential) Connecting with others (essential)		These behaviours will be needed to successfully carry out the role, but will not be assessed for recruitment purposes
<b>Skills and Knowledge</b>	Core Skills Planning and Organising; level 1 Using Technology; level 1 Communicating and influencing; level 1  Excellent written and spoken English: Common European Framework of Reference for Languages (Level B2): Can understand complex texts in his / her field of specialisation. Demonstrates reasonable degree of fluency in interacting with native speakers.		Short listing & Interview  Language test - post selection if required
<b>Experience</b>	At least 1 year experience of working in an organisation.	Experience of working in an exams environment.	Short listing & Interview
<b>Qualifications</b>	Graduate degree in any discipline		Short listing
<b>Submitted by</b>	Assistant Director Exams Operations, India	Date	March 2015