

### Role Title

Exams Services Officer

### Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exams	5	Beijing	1-year fixed term	IELTS Post-test Admin Manager

### Role purpose

To provide professional and effective service to IELTS candidates in North and Central China region and ensure the IELTS services in North and Central China 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 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:

This role based in Beijing, China, within the Exams Administration team. The job holder will report to Exams Admin Manager.

### Main opportunities/challenges for this role:

Opportunities:

- Internal/external training and development opportunities

Challenges:

- High standards of administration accuracy and efficiency
- Effective staff management
- Efficient team working
- Working on Sunday shift once to twice per month

## Main Accountabilities:

- Take full responsibility of dedicated exams admin work and meet deadlines for every stage of operations. Ensure all the services are delivered according to the global procedure and in a timely and accurate fashion, and no administrative errors are discovered.
- Be responsible for confidential materials transferring and filing. Make clear stock record of confidential materials and test related forms. Supervise marking arrangement and be responsible for shift rotation.
- Line manage three ESAs. Effectively manage staff performance and address underperformance issues in accordance with British Council HR standards.
- Conduct performance planning, performance reviewing and performance evaluating as per the PMPD procedure and standards. Update Job Description timely to reflect duty changes
- Undertake agreed handover from other Examinations Services Officers, and deliver assigned duties in compliance with working procedures and standards.
- Ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these is taken into account when planning and delivering activity.
- Manage information created and received in compliance with the British Council's information management standards, policies, the UK Data Protection Principles and local legislation

## Key Relationships:

- Key Relationships
  - Internal:
    - Internal Exams team colleagues
    - IELTS Administration staff in other regions of China
    - Examiners
  - External:
    - IELTS candidates
    - External vendors and Outsourcing staff

## Role Requirements:

Threshold requirements:		Assessment stage
<b>Passport requirements/ Right to work in country</b>	You must have the right to live and work in the country in which the role is based.	Shortlisting
<b>Direct contact or managing staff working with children?</b>	No	N/a

Person Specification:		Assessment stage
<b>Language requirements (DELETE IF NOT APPROPRIATE)</b>		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ English B1 (Aptis, IELTS 6.0 or equivalent)</li> <li>▪ Chinese (Mandarin native-speaker)</li> </ul>		Shortlisting
<b>Qualifications</b>		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ An undergraduate degree or qualification(s) that can be demonstrated to be equivalent to an undergraduate degree.</li> </ul>		Shortlisting
<b>Role Specific Knowledge &amp; Experience</b>		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Demonstrable experience of: <ul style="list-style-type: none"> <li>▪ Office administration</li> <li>▪ Line management</li> </ul>	<ul style="list-style-type: none"> <li>▪ Administration experience</li> <li>▪ Quality control experience</li> </ul>	Shortlisting
<b>British Council Core Skills</b>		<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ Communicating and influencing Level2</li> <li>▪ Planning and organizing Level 2</li> <li>▪ Using technology Level1</li> <li>▪ Analyzing data and problems Level1</li> <li>▪ Managing risk Level1</li> </ul>		<i>Shortlisting AND Interview</i>
<b>British Council Behaviours</b>		<i>Assessment Stage</i>
<b>Behaviours assessed during interview stage of recruitment process</b> <ol style="list-style-type: none"> <li>1. Making it Happen -More Demanding</li> <li>2. Being Accountable -More Demanding</li> <li>3. Connecting with others – Essential</li> </ol> <b>Behaviours not assessed during recruitment process</b> <ol style="list-style-type: none"> <li>4. Creating Shared Purpose – Essential</li> <li>5. Shaping the Future – Essential</li> <li>6. Working Together - Essential</li> </ol>		<i>Interview</i>
<b>Prepared by:</b>		<b>Date:</b>
IELTS Post-test Admin Manager		23 Nov 2018