

Role Title

Exams Services Executive

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exams Operations	4	Manila	One year fixed-term	Exams Operations Manager

Role purpose

To support the delivery of professional and quality examinations services in the Philippines in line with corporate standards and regulations set by awarding bodies and to provide excellent testing experience to customers.

About us

The British Council is the United Kingdom's agency for cultural relations with operations in 110 countries and territories worldwide. Headquartered in London, it employs over 7,000 people worldwide and has an annual turnover of +£850m. It has presence in 14 countries in the East Asia region.

Geopolitical/SBU/Function overview:

The British Council offers a wide range of exams in the Philippines, including Professional and University exams, the International English Language Testing System (IELTS) test, and Aptis. The largest part of the operation is IELTS, which is delivered in nearly 20 locations across the Philippines.

Main opportunities/challenges for this role:

- Possess organisational skills to manage high volume of work with accuracy and efficiency.
- Demonstrate professionalism in dealing with venue staff, examiners and awarding body contacts.
- Participate in test day inspection and assess compliance to standards.

Main Accountabilities:

Pre- test activities

- Manage exams registration and payment process: accept and confirm test registration, process and confirm test payment, generate customer invoicing, process refund, etc. Ensure all activities are carried out accurately and in a timely manner
- Process candidate data: confirm candidate numbers for test sessions; allocate candidates to venues, email/post statement of entry to candidates
- Manage venue staff and resources: apportionment of examiners, supervisors and invigilators to test sessions including arranging their travel
- Manage test paper logistics: store, transport, handle, shred and monitor secure movement of test papers and scripts in a compliant manner. All paper transactions are accurately logged in real time

On test day

- Inspect test day procedures on a regular basis or per awarding body's requirement, including assessment of test venue and venue staff performance

Post-test activities

- Manage and monitor test script marking, jagged marking; confirmation, release, publishing and distribution of final test results to candidates; handling of remarking requests, appeals and other post-test enquiries from candidates
- Ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these are taken into account when planning and delivering activities
- Manage created and received information in compliance with British Council's information management standards, the UK data protection policy and local legislation
- Ensure all exam activities comply with standards of Quality and Compliance Assessment and regulations set by awarding bodies

Key Relationships:

Internal

- Internal British Council colleagues
- IELTS/Distribution venue staff, examiners

External

- Awarding body contacts or inspectors
- Exams receiving organisations
- IELTS authorised registration agents and other exams partners
- Service providers/ vendors

Other important features or requirements of the job

Travel within the Philippines may be required. There will be a need to work for some additional hours during peak examination periods. Such requirements will be managed within HR guidelines, including work-life balance policies.

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	You must have the right to work in the Philippines.	Shortlisting
Direct contact or managing staff working with children?	Yes	N/A
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ English language skills at B2 level (Aptis B2, IELTS 6.5 or equivalent)		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>

▪ Bachelor's degree		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ Previous experience of administration work for a minimum of one year	<ul style="list-style-type: none"> ▪ Knowledge of international exams ▪ Work experience in an international organisation 	Shortlisting
British Council Core Skills		Assessment Stage
<ul style="list-style-type: none"> ▪ Communicating and influencing Level 2 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. ▪ Planning and organising Level 2 Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people. ▪ Using technology Level 2 Works as an advanced practitioner in the use of office software and/or British Council standard and social media platforms and trains or coaches others in their use. 		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
<ul style="list-style-type: none"> ▪ Working Together (Essential) Establishing a genuinely common goal with others ▪ Connecting with Others (Essential) Making regular opportunities to understand others better ▪ Being Accountable (Essential) Delivering my best work in order to meet my commitments ▪ Creating Shared Purpose (Essential) Communicating an engaging picture of how we can work together ▪ Making It Happen (Essential) Delivering clear results for the British Council ▪ Shaping the Future (Essential) Looking for ways in which we can do things better 		Interview Performance Management
Prepared by:		Date:
Head of Exams Services		June 2017