

Role Title

Exams Test Day Delivery Coordinator (Part-time)

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Delivery: 20 hours	4	Sydney	1.5 years fixed term	Examinations Manager

Role purpose

The purpose of this role is to ensure exams operations and supporting resource meet customer experience requirements and ensure exams integrity on the ground. This role is ultimately responsible for efficient, effective and compliant Test Day delivery, managing cost, risk and contingency on the ground and setting standards, developing and managing the performance of their team.

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:

Established in Australia since 1947, the British Council works in partnership with a wide range of Australian organisations in the arts, education and exams. Our objective is to strengthen engagement between the two countries by creating opportunities for emerging leaders to visit the UK for education and professional development and to work in Australia with counterparts from Britain and the Asia Pacific region on tackling global issues.

The British Council delivers over 4 million UK exams worldwide in over 850 cities and towns. The East Asia region includes Australia, New Zealand, Korea, Japan, China, Taiwan, Hong Kong, Indonesia, Singapore, Philippines, Vietnam, Malaysia, Burma and Thailand.

The exam team in Sydney runs exams to more than 11,000 exams in five locations around Australia plus New Zealand, and by 2020, we plan to double our impact, both in terms of exams delivered and the income generated so that a positive surplus is achieved building a self-sustaining operation in response to the Regional Exams Plan and our own Country Plan.

Working under the lead of the Examinations Manager, you will provide organisational support to help our work reach its full potential.

Main opportunities/challenges for this role:

- Upholding compliance standards and efforts to standardize
- Motivating and driving team performance
- Upholding a customer service culture

Main Accountabilities:

Service Delivery

- Take responsibility for coordinating and delivering paper-based and computer-based examinations, organising given resources accordingly to ensure this is carried out efficiently.
- Adapts work plans where necessary to meet customer expectations.
- Supervises and monitors administration of tests by proctors and supervisors; ensures that test instructions are accurate and that appropriate testing environments are maintained.
- Uses a range of standardised systems and processes to plan and coordinate effective, timely and cost-effective logistical support to enable the delivery of high-quality services to a range of customers (internal and/or external).
- Acts as 'help desk' to venue staff and customers / candidates.
- Directs operations at test venues for all exam products. This includes the management of staff, the oversight of procedures and the troubleshooting.
- Supports all relevant post-test services and procedures
- Ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these are considered 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.

Customers/ Relationship and stakeholders

- Takes end-to-end accountability for researching and obtaining satisfactory and timely resolution of complex/escalated customer (internal or external) operational complaints and issues, coordinating input from other colleagues/departments/managers as required, to do so.
- Provides routine direction, information, and advisement to students and prospective students in regard to testing policies, procedures, and outcomes
- Develops strong relationships with British Council owned and managed venues and provides feedback for improvements as per audit standards

Risk and compliance

- Adheres to Quality and Compliance Assurance (QCA) standards, exams boards standards & guidelines. Strict adherence to exam security and administration requirements is an essential part of the job.
- Uses standardised processes to monitor team/unit compliance with agreed corporate risk management procedures relevant to service delivery (e.g. child protection, security policies, financial protocols, anti-fraud measures) to protect the interests of the BC and its customers at all times.
- Supervises venue staff which typically includes recommendations for recruitment, performance evaluation, training, work allocation, and problem resolution.
- Carry out health and safety inspections of British Council exam venues to meet with corporate and awarding body guidelines

Analysis and reporting

- Uses standard procedures and templates, regularly records, analyses and reports on operational activity such as venue staff performance to support the examinations manager.
- Supports wash-up meetings to review Test Day performance delivery, continual improvement and corrective actions.

Finance

- Manage financial transactions through SAP and carry out related duties as per role on SAP (e.g. raise purchase requisitions/sales orders) in compliance with essential Finance and procurement policies.
- Assist with income reconciliation, income collection, vendor payments etc. as needed.

Key Relationships:

Internal

- Examinations Manager (based in Sydney)
- Country Director, Australia

External

- Exam candidates
- Exam supervisors and invigilators
- Exam venues
- Exam Awarding Bodies

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	You must have the right to live and work in Australia.	Shortlisting
Direct contact or managing staff working with children?	Yes – working with children and/or police check required	N/a
Notes	This post involves occasional unsocial hours, weekend work and travel for test delivery.	N/a
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Strong written and spoken communication skills in English (minimum B2 Level) 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ University Degree or relevant working experience for 2 year in a similar environment 		Shortlisting

Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	Assessment Stage
<ul style="list-style-type: none"> ▪ Excellent communications and stakeholder relationships skills ▪ Experience resolving customer complaints 	<ul style="list-style-type: none"> ▪ Experience in compliance environment ▪ Experience in customer service environment ▪ Knowledge of UK Examinations products and the examinations market in Australia 	Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> ▪ Strong attention to detail ▪ Exams administration and project management 		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
<p>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.</p> <p>Analysing data and problems Level 1 Breaks down problems into a list of tasks to be done and decides on appropriate action.</p> <p>Managing finance and resources Level 1 Uses resources efficiently in own role and complies with financial rules and procedures.</p> <p>Managing risk Level 1 Demonstrates understanding of risk management policies and procedures and record of following them.</p>		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
<ul style="list-style-type: none"> • Making it happen (essential) • Working together (essential) • Being accountable (essential) 		Interview
Additional behaviours, not assessed during selection process:		
<ul style="list-style-type: none"> • Shaping the future (essential) • Creating shared purpose (essential) • Connecting with others (essential) 		
Prepared by:		Date:
Michael Bostock, Examinations Manager		10 October 2018