

Role Title

Business Assurance Officer

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Operations	5	Chongqing	Indefinite	IELTS Administration Manager

Role purpose

The job holder is expected to contribute to the British Council's Exams business assurance and risk management in Southwest China through executing Exams security enhancement measures, assessing and reporting on operational compliance to British Council and awarding body regulations with regard to the management of confidential exam materials, pre and post exam administration, and test day 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:

Our Exams teams are employed through our subsidiary, BC Education Consulting (Beijing) Company Ltd (BC 教育咨询 (北京) 有限公司)/ BC Education Consulting

(Beijing) Co. Ltd Chongqing Branch (BC 教育咨询 (北京) 有限公司重庆分公司)/ BC Education Consulting (Beijing) Co. Ltd Guangzhou Branch (BC 教育咨询 (北京) 有限公司广州分公司)/ BC Education Consulting (Beijing) Co. Ltd Shanghai Shenyu Education Technology Branch (BC 教育咨询 (北京) 有限公司上海申宇教育科技有限公司); this is the employer of all exams staff, including all examiners and business service support teams. This role is also a key part of the wider British Council family and all staff members are expected to abide by its terms and policies.

The Southwest China Exams business is a large sized exams operation in the British Council global network. This post offers an excellent opportunity to gain work experience in an international working environment with the British Council developing people and process management, quality assurance, relationship building for influence, customer services and other valuable skills.

Main opportunities/challenges for this role:

- Develop skills in risk management, quality monitoring and control, communication and training
- Work with local team as well as across disperse teams in China
- Maintain and sustain technical and business expertise on Exams risk control, operational compliance and business assurance policy and practice
- The post involves occasional unsocial hours, weekend work and travel within China for venue inspection, test delivery or training.

Main Accountabilities:

- Perform reviews and assessment to ensure compliance /adherence with internal controls and regulatory requirements and ensuring that the review & checking process is robust
- Manage test security process in line with IELTS standards by conducting test security checks, reporting incident and malpractice, providing verification support to national and global Investigation Team
- Act as the Confidential Material Room Manager to
 - a. Monitoring security of the CMR; monitoring entry procedures and security of keys and codes
 - b. Ensuring electronic monitoring systems are in continual good working order
 - c. Checking electronic CMR entry records and reporting issues to IAM
 - d. Ensuring the physical structure is intact, ensuring cabinets are intact
 - e. Ensuring signage and labelling inside CMR is accurate, complete and up to date

- f. Ensuring the CMR is kept tidy and does not include non-appropriate items
 - g. Monitoring input of materials to the CMR, and removal from the CMR
- Participate in national security and compliance related projects, and contribute to security related environment monitoring and security control strategy development.
 - Support onsite delivery of IELTS and other Exams as required.
 - Ensure all duties are delivered in line with the British Council's policy on Child Protection and Equal Opportunity and Diversity, and these are 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:

Internal

- British Council Chongqing team and national Exams team
- British Council Global and China IELTS Security and Compliance Teams, National IELTS Administration Team
- IELTS EA Business Assurance Team

External

- IELTS test day personnel
- IELTS test centres
- IELTS candidates

This post involves contacting with children or young people.

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Right to work in China.	Shortlisting
Direct contact or managing staff working with children?	Yes	N/a

Notes		
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	Assessment Stage
<ul style="list-style-type: none"> ▪ Aptis level C or IELTS 6.5 or equivalent ▪ Chinese: HSK 5 or equivalent 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	Assessment Stage
	Bachelor degree or equivalent	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	Assessment Stage
	Experience of risk management.	Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> • Ability to investigate and resolve issues utilizing a structured problem-solving process • Ability of attention to details 		Shortlisting and Interview
British Council Core Skills		Assessment Stage
<p>Communication 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.</p> <p>Analyzing Data and Problem (Level 1) Breaks down problems into a list of tasks to be done and decides on appropriate action.</p> <p>Managing Risk (Level 1)</p>		Shortlisting and Interview

Demonstrates understanding of risk management policies and procedures and record of following them.	
British Council Behaviours	Assessment Stage
<p>Making It Happen (More Demanding Level) Challenging myself and others to deliver and measure better results</p> <p>Being Accountable (Essential Level) Delivering my best work in order to meet my commitments</p> <p>Shaping the Future (Essential Level) Looking for ways in which we can do things better</p>	Interview
Prepared by:	Date:
IELTS Administration Manager	30 January 2019