

Role Title

IELTS Test Day Personnel Assistant

Role Information

| Department | Pay Band | Location | Duration | Reports to: |
|------------|----------|----------|-------------------|----------------------------------|
| Exams | 4 | Shanghai | 2 year fixed term | IELTS Test Day Personnel Officer |

Role purpose

To support the delivery of the IELTS test in East China by providing effective test day personnel services in line with global and national standards and targets.

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create international opportunities for the people of the UK and other countries and build trust between them worldwide

We work in more than 100 countries and our 8,000 staff – including 2,000 teachers – work with thousands of professionals and policy makers and millions of young people every year by teaching English, sharing the arts and delivering education and society programmes.

In China the British Council operates across five offices: Beijing, Shanghai, Guangzhou, Chongqing and Wuhan. We employ over 750 staff across the country.

The British Council operates under three legal entities in China. 1) We operate as the Cultural and Education Section of the British Embassy in Beijing and Cultural and Education Section of the British Consulate-General in Shanghai, Guangzhou, Chongqing and Wuhan. 2) Our Exams work across China operates as a Wholly Foreign Owned Enterprise - 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). 3) We also operate as the Ying He Advertising (Beijing) Company Limited (英合广告 (北京) 有限公司). This position will be employed by 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).

Geopolitical/SBU/Function overview:

East China IELTS Test Day Personnel (TDP) Team has a number of Test Day Personnel Assistants (TDPA) sharing similar basic job descriptions. Team members are expected to be flexible in responding to changes on test day personnel management areas and procedures.

Main Accountabilities:

- To support IELTS test day personnel (“TDP”) recruitment, training and performance management to meet both the capacity demand and global & national standards, i.e.
 - Arrange TDP recruitment and training resources and logistics
 - Maintain TDP recruitment and training documentation with 100% accuracy
 - Support TDP performance monitoring with proactive follow-up on performance issues
- Participate/implement projects as required to contribute to IELTS Test Day Personnel Management;
- To attend meetings and training initiatives as required
- To have an active financial role in raising POs
- To take an active role to develop professionally and to demonstrate in all work our corporate values including equal opportunities and diversity;
- To 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;
- To 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:

- East China Exams team
- Wider national Exams team

External:

- IELTS candidates
- IELTS Test Day Personnel
- Test venue staff
- Suppliers and vendors

Role Requirements:

| Threshold requirements: | | Assessment stage |
|---|--|------------------|
| Passport requirements/ Right to work in country | Right to work in China | |
| Direct contact or managing staff working with children? | No | |
| Notes | DBS checks or local equivalent required Occasional travel in China will be required for meetings, training and checking standards. This will require some | |

| | | |
|---|--|---|
| | weekend working/travelling. (Such requirements will be managed within HR guidelines, including work-life balance policies.) | |
| Person Specification: | | Assessment stage |
| Language requirements (DELETE IF NOT APPROPRIATE) | | |
| <i>Minimum / essential</i> | <i>Desirable</i> | <i>Assessment Stage</i> |
| Communication Skills: Speaking and listening <ul style="list-style-type: none"> English B2 (Aptis, IELTS 6.5 or equivalent) Chinese C1 (HSK 5 or equivalent) | | Interview and 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> |
| 1.Experience of administration work including systematic document collecting and filing 2.Experience of working to tight deadlines and with a high level of attention to details | 1.At least one-year administration or human resources related work experience 2.Experience of supporting large project delivery 3. Knowledge of English language test administration | Interview and shortlisting |
| British Council Core Skills | | <i>Assessment Stage</i> |
| 1. Managing Projects: Level 1 Works with project management systems and procedures, and has a track record of compliance with them as a project team member. 2. Planning and organizing: Level 1 Able to plan own work over short timescales for routine or familiar tasks and processes. | | Interview and shortlisting |
| British Council Behaviours | | <i>Assessment Stage</i> |
| Behaviours assessed during interview stage of recruitment process 1.Making it Happen (Essential) 2.Working Together (Essential) 3.Being Accountable (Essential) Behaviours not assessed during recruitment process 4.Connecting with Others (Essential) 5.Shaping the Future (Essential) 6.Creating Shared Purpose (Essential) | | The position holder will be required to demonstrate all six behaviours, on the job. These will be assessed during year end performance evaluations. |
| Prepared by: | | Date: |

