

Role Title

Examinations Operations Officer (3 positions)

Role Information

Pay Band	Location	Duration	Reports to:
4	Karachi, Lahore and Islamabad	One Year Fixed Term	Examinations Operations Manager

Role purpose

To ensure that a consistently excellent level of operational service is provided to customers and clients according to the Examinations Services Quality Standards (EQS) and other stakeholders standards, especially but not limited to UK Exam Boards

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:

Examinations Services Department

The British Council's Exams Department has set in place an ambitious plan to ensure its growth and greater impact in a fast changing, global environment. To do this, the department will be engaging and working more directly with partners, both internal and external from all sectors.

The Exams Department has grown into a significantly large revenue business. It is now one of the largest operations within the British Council global network

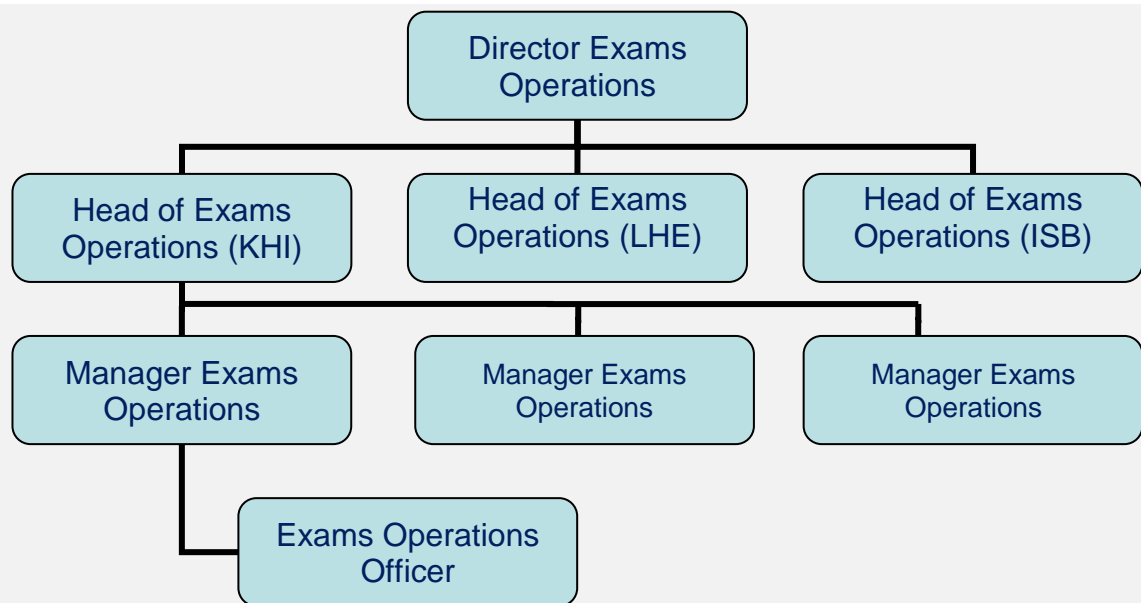
Team Structure

- Each region (Islamabad, Lahore and Karachi) has one Head Exams Operations each, reporting to the Director Exams Operations.
- Each Head Exams Operations manages a team consisting of three Exam Operations Managers (IELTS, GCSE, and Professional Exams) and a pool of Exams Operations Officers, operating as one integrated team for all product service functions.
- The Exams Operations team is supported by the national Compliance & Customer Service, Financial Planning and Analysis and Business Development Team.

Main opportunities/challenges for this role:

- The Exams team is going through a rapid period of transformation & change. This presents the post holder with opportunities to be a part of and contribute towards that change but a challenge also to keep pace with and adapt to the changes.
- Compliance is becoming increasingly dynamic complex & demanding and hence the post holder needs to be committed to working to the highest compliance & integrity standards and supporting & encouraging others to do so also.

Organogram



Main Accountabilities:

- Registration of candidates for all UK examinations through the board's specified software where appropriate
- Administration and supervision of examinations in accordance to the rules and regulations of UK exam boards and British Council Exams Quality Standards
- Management of client and customer relationships, soliciting and generating objective feedback, and enabling effective enquiry management
- Ensuring excellent preparation and administrative management of Exams Venues through working in coordination with Exams Operations Managers.
- Ensuring creativity and innovation is built into their day to day operational work
- Providing input and suggestions for process improvements /efficiencies

OTHER IMPORTANT FEATURES AND REQUIREMENTS

The post holder will be required to work during unsocial hours.

Key Relationships:

Internal

- Provide customer care to clients and stakeholders (internal and external)

- Liaise with relevant Exams Managers and Exam boards

External

- Build and Sustainable relationships with external stake holders for e.g. examination boards, customers, vendors etc.

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Right to work in Pakistan	Shortlisting
Direct contact or managing staff working with children?	Yes/No The British Council takes the welfare and safety of children very seriously and as such your behavior is expected to be in line with British Council's Child Protection Policy and Code of Conduct. Irrespective of your individual role, you will have the responsibility for safeguarding and promoting the welfare of children and supporting the implementation of the Policy.	N/a
Notes		
Person Specification:		Assessment stage
Language requirements		
Essential	Desirable	Assessment Stage
▪ English & Urdu	NA	Shortlisting
Qualifications		
Essential	Desirable	Assessment Stage
▪ 14 years educations	16 years of education	Shortlisting
Role Specific Knowledge & Experience		
Essential	Desirable	Assessment Stage
NA	Experience of managing complex events, processing large amounts of or complex, data. Working in demanding compliance environment	Shortlisting and/or interview
Role Specific Skills		
Essential	Desirable	Assessment Stage

At least 1 year of experience in working and managing ERP/SAP etc.	Knowledge of British Examinations and Education Basic knowledge of routine Computer Networking issues	Short listing, Communications Test and Interview
British Council Core Skills		Assessment Stage
<p>Communicating & Influencing (L1) Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</p> <p>Planning and Organising (L1) Able to plan own work over short timescales for routine or familiar tasks and processes.</p> <p>Using Technology (L1) Able, with adjustments if necessary, to use office software and British Council systems to do the job and manage documents or processes</p>		Shortlisting and/or Interview
British Council Behaviours		Assessment Stage
<p>Behaviours assessed during interview stage of recruitment process Working Together – essential level Being Accountable – essential level Making it Happen – essential level</p> <p>Behaviours not assessed during recruitment process Shaping the Future - essential level Connecting with Others – essential level Creating Shared Purpose – essential level</p>		<p>The position holder will be required to demonstrate all six behaviours, on the job. These will be assessed during year end performance evaluations.</p> <p>Behaviours to be assessed during the interview stage of recruitment are mentioned.</p>
Prepared by:		Date:
Recruitment Team		January 2019