

Role Title

Distribution Exams Officer, South China region

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Examinations Services	5	Guangzhou	2-year fixed term contract	Distribution Exams Manager South & Southwest China (Key Account Management)

This position will be employed by BC Education Consulting (Beijing) Co. Ltd Guangzhou Branch (BC 教育咨询（北京）有限公司广州分公司) which is a Wholly Foreign Owned Enterprise under the British Council.

Role Purpose

To deliver high quality examinations services of British Council Distribution Examinations (Professional, Educational and Entrance exams) in South China, through the effective communications, relationship management and performance management with designated exams venues, ensuring exam services are delivered in full compliance with all corporate standards and regulations set by examinations' boards.

To provide support to the partnership development and stakeholder engagement of Distribution Exams client network and exams venue network in South China.

About Us

Founded in 1934, 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. Last year we reached over 65 million people directly and 731 million people overall including online, broadcasts and publications.

In China the British Council operates across five offices: Beijing, Shanghai, Guangzhou, Chongqing and Nanjing.

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分公司). 3) We also operate as the Ying He Advertising (Beijing) Company Limited (英合广告 (北京) 有限公司).

Our work in China is of great importance to the global British Council operation, both politically and commercially. With more than 750 staff across our offices in China, we operate a wide range of programmes in English, exams, arts, and education in partnership with local authorities and partners.

We achieve significant impact and reach through our programmes which have engaged millions of young people and thousands of professionals and policy makers across China, including:

- 900,000 people who have taken an exam with us within the past year, be it an English language exam, such as the IELTS exam, or a professional exam, such as the ACCA qualification.
- 10,000 English teachers and one million students who have benefited from our English language teacher training programmes in the past two years.
- Nearly 155,000 Chinese students who are currently studying in the UK, many of whom have engaged with our work encouraging and supporting student mobility.
- One billion people reached and influenced through our 2015 Year of Cultural Exchange, which comprised of more than 200 events across 14 Chinese cities, and our Shakespeare Lives campaign in 2016 achieved similar levels of impact.

Function Overview:

China is one of British Council's largest exams operations, delivering extensive international exams to individuals, institutions, schools and corporate clients in mainland China. By providing access to highly valued UK qualifications, with the reassurance of integrity, we build on the UK's reputation for world-class educational standards. Core tests we administer include IELTS, Aptis, and a wide range of academic and professional qualifications (Distribution Exams stream).

The Distribution Exams stream in China encompasses school exams, professional exams, and university exams and is a critical part of our exams business.

Main Opportunities/Challenges for this role:

This post will play a critical role in the delivery of capacity development plan and performance management of Distribution Exams test centre network in the XXX region, as well as supporting the execution of stakeholder management strategy,

which requires strong ability of communication with stakeholders internally and externally and strong sense of customer services.

Main Accountabilities:

- Deliver the day-to-day communications, relationship management and service standards' enhancement with designated exam venues of Distribution Exams to ensure successful delivery of exams in full compliance with the requirements of Examinations Quality & Compliance and other corporate standards as well as regulations set by examination boards.
- Play an active role in the delivery of capacity building plan in XXX region by maximizing the capacity of existing venue partners and developing new venues partnership.
- Actively support the delivery of Partner School Global Network (PSGN) programme in China, including delivering services to partner schools in China and assisting account management, in order to maintain and increase schools' satisfaction, retention and ultimately support the growth of school exams.
- Contribute to relationship building with stakeholder from exam boards, corporate clients and other supply channels etc, to support business development of Distribution Exams in XXX region.
- Assist line manager to plan and monitor finances, performing required activities (for example PO/SO, Accrual, Income reconciliation, Finance tracking, etc) to ensure accuracy and compliance to statutory requirement and corporate standards.
- Manage, monitor and analyse market intelligence so as to strengthen the understanding of distribution examinations market including local demand, examinations products, competitors, opportunities and risks.
- To ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these is 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

- Guangzhou Exams team
- China Distribution Exams team
- China Exams IT team
- Wider national and local team
- Wider British Council team

External

- Distribution Exams clients (Overseas exam boards, professional bodies, government authorities, educational organizations/schools, corporate clients and their representative offices in China)
- Distribution Exams partners and stakeholders (Test centres, educational agents, venue and logistic suppliers etc.)
- Distribution Exams candidates

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	You must have the right to live and work in China	Shortlisting
Direct contact or managing staff working with children?	Yes	N/A
Notes	Job involves occasional unsocial hours, weekend work and travel within China for test delivery. Such requirements will be managed within HR guidelines, including work life balance policies.	
Person Specification:		Assessment stage
Language requirements		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
English at Proficiency Level B2 (Aptis B2, IELTS 6.0 or equivalent)		Shortlisting
Chinese at Proficiency Level C1 (HSK 5 or equivalent)		Shortlisting
Qualifications		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Bachelor degree		Shortlisting
Role Specific Knowledge & Experience		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> • At least 1-year experience of relationship management and customer services 	<ul style="list-style-type: none"> • Experience of managing international exams 	Shortlisting

<ul style="list-style-type: none"> • Demonstrable experience of administration work, project management 		
British Council Core Skills		Assessment Stage
<p>PLANNING AND ORGANISING Level 2: Plans ahead - Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</p> <p>MANAGING FINANCE AND RESOURCES Level 2: Uses financial systems and processes - Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.</p> <p>COMMUNICATING AND INFLUENCING Level 2: Relates communications to circumstances - 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>DEVELOPING BUSINESS Level 1: Reviews data - Applies a range of standard analytical techniques to support business development – e.g. pricing tools, revenue tracking, monitoring sales prospects, audience figures or profit margin.</p>		Shortlisting and Interview
British Council Behaviours		Assessment Stage
<p>Behaviours assessed during interview stage of recruitment process</p> <p>1. Making it happen (More demanding) Challenging myself and others to deliver and measure better results</p> <p>2. Creating shared purpose (essential) Communicating an engaging picture of how we can work together</p> <p>3. Shaping the future (essential) Looking for ways in which we can do things better</p> <p>Behaviours not assessed during recruitment process</p> <p>1. Being accountable (essential) Delivering my best work in order to meet my commitments</p> <p>2. Creating shared purpose (essential) Communicating an engaging picture of how we can work together</p> <p>3. Connecting with others (essential)</p>		Interview

Making regular opportunities to understand others better	
Prepared by:	Date:
Distribution Exams Manager South & Southwest China (Key Account Management)	February, 2019