

Role Title

Examinations Services Officer (Examiner Administration)

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Examiner Administration	5	Guangzhou	Indefinite	Examiner Administration Manager

This position will be employed by [WFOE] which is a Wholly Foreign Owned Enterprise under the British Council.

Role Purpose

To contribute to the British Council's development and delivery of IELTS exams business in South China through quality support for IELTS examiner deployment on regular and projects basis, ensuring administration of all IELTS-Examiner related matters is completed to a high standard and to deadline.

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.

British Council in East Asia region

East Asia, with a population of around two billion people, is one of the most diverse and dynamic parts of the world, and is characterized by continuing economic growth. There is a strong demand for recognised education and English language skills, and an interest in many countries in exploring how creative, open and transparent societies can lead to greater prosperity.

We have operations in high-growth developing economies of China, Indonesia, Vietnam, Thailand, Malaysia, Philippines and Burma, and the major developed economies of Japan, South Korea, Hong Kong, Singapore, Taiwan, Australia and New Zealand. Our annual turnover across these 14 markets is more than £321 million and our employee population is approximately 2600. We have 18 country offices, each headed up by a Country Director, and supported by shared functions for human

resources, finance and marketing which support all businesses.

In this dynamically diversifying region and in the context of a changing Government funding environment, our challenge is to maintain and develop the UK's cultural, educational relationships and influence. Central to this is our commitment to supporting links between East Asia and the UK, and the development of strong bilateral relationships for the UK with countries in East Asia. We do this by connecting people at Government, institutional, community and individual level.

We are funded through a mix of Government grant and earned income, which enables us scale our impact and best serve our UK stakeholders and those we engage with. Our business model is to lead surplus generating business in English and our multi-million dollar Exams business, and growing self-sustaining and partnership-driven programmes in Education, Society and Arts fields. We are increasingly focused on generating maximum impact with our audiences with minimum draw on UK government funds. The balance of programmes, products and services that we offer, and the scale of businesses that we operate in each country, varies in response to the specific markets of this diverse region. Increasingly, we are working across countries and business fields, to maximise impact and the return on investment.

Priorities for our strategy in East Asia to 2020:

- We will continue to focus on promoting English language because it is both a key enabler of cultural relations, and a source of opportunity for our customers and stakeholders. Given our lead position in this field, we will build English language capability across the region, whether supporting learners, teachers or governments, through training, assessment and policy development. Our work in this field in East Asia is dominated by our English teaching business in 14 teaching centre operations involving 95,000 students across 11 countries, and our Exams business which operates in 16 countries delivering one million UK exams every year. Both businesses make a major contribution to our overall cultural relations impact and to securing our financial sustainability globally. Our focus will be on an ambitious strategy for diversification and growth of these businesses over the next three years.
- As part of our commitment to create educational opportunities between the UK and other countries we will continue to internationalise the higher education sector by supporting policy development, and building joint programmes and scientific research between the UK and the countries we work in. We will build the experience of individuals to work internationally by supporting the two-way mobility of students, young people, academics, teaching professions and scientists in higher education. This includes our significant UK government-funded programme for marketing of the UK as a study destination.
- By working with countries to grow or maintain open, prosperous, creative and inclusive societies we will contribute to global and regional prosperity, security and stability. We will create impact in the markets we work in through tailored programmes in the, creative, justice and enterprise sectors. Throughout our work we will engage, and provide better outcomes, for women and girls and marginalised groups. By working together with countries on global social issues, we will continue to grow and nurture an open, prosperous, creative and inclusive UK.
- To build creative opportunities between the UK and other countries, we will develop the skills and international experience of those working in the creative sector. We will continue to support the creative sectors of the UK and the countries we work in to work together, and we will share the best of the UK's

creativity.

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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.

The British Council has had a presence in China since 1943, and since 1979 we have been operating as the Cultural and Education Section of the British Embassy in Beijing and the Cultural and Education Section of the Consulate-Generals in Shanghai, Guangzhou, Chongqing, and Wuhan. In 2017 we opened our first English centre in Mainland China, based in Nanjing.

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 benefitted 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:

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). 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).

The South China Exams business is a large sized exams operation in the British Council global network. The position is of South China Examiner Administration Team, which is responsible for work arrangement and support of 80+ examiners in the region. There are several Exams Services Officers who share similar job descriptions and are expected to be flexible in responding to changes within IELTS or the British Council Exams operation.

Main Opportunities/Challenges for this role:

Opportunities:

- This post offers an excellent opportunity to gain work experience in an international working environment e.g. developing people and process management, quality assurance, relationship building for influence, customer services and other valuable skills
- There are also plenty of career development opportunities brought along by fast growing business.

Challenges:

- The job holder is required to have multitasking ability to work independently as well as to work across local and national teams to deliver business outcome with demanding timelines
- The job holder is also required to have strong culture awareness and communication skills when working with an examiner team of a variety of culture backgrounds.

Main Accountabilities:

- Manage IELTS examiner work deployment and allocation to meet operational demand as well as requirements set in Examiner Professional Support Network (PSN) and Terms and Conditions of Services (TACOS)
- Support Examiner Administration Manager on regular data analysis and database maintenance of examiner deployment to contribute effective national examiner resources management around various projects.
- Streamline examiner document management procedure to ensure examiner offline and online records are complete and up to date.
- Conduct onsite delivery of IELTS as well as other wider team operational needs as required.
- Contribute to system design and development as one of the local system coordinators.
- Provide admin support to examiner management team for examiner professional support activities, and follow up actions in line with PSN requirements
- Ensure all duties are delivered in line with the British Council's policy on Child

Protection, Equality, Diversity and Inclusion, and these are taken into account when planning and delivering exam activities.

- Manage information created and received in compliance with the British Council’s information management standards, policies, the UK data protection principles and local legislation.
- Comply with all tenets of British Council Business Assurance standards and policies, including but not limited to QCA and AOD, as well as local regulations as defined by CEM

Key Relationships:

Internal:

- IELTS Examiners and Examiner Team Leaders
- Guangzhou Exams team colleagues
- National examiner administration teams

External:

- IELTS candidates
- IELTS partners and stakeholders (CESOL, IELTS test centres, etc.)

Other Important Features Or Requirements Of The Job

The job will require some occasional business trips nationally. It will also involve occasional weekend and evening work. Such requirements will be managed within HR guidelines, including work-life balance policies.

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]	Shortlisting and interview
Notes		
Person Specification:		Assessment stage
Language requirements		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> • English C1 (Aptis, IELTS 6.5 or equivalent) • Chinese C1 (HSK 5 or equivalent) 		Shortlisting and interview

Qualifications		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
	Bachelor degree equivalent	Shortlisting
Role Specific Knowledge & Experience		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> • Demonstrable experience of meeting demanding needs and deadline while delivering expected results • Work experience in a cross-cultural environment, including communicating effectively with foreign colleagues in English on daily basis 	<ul style="list-style-type: none"> • Knowledge or experience of English language assessment, test administration or education industry • Experience in handling difficult situation such as complaints from others, problem solving etc. 	Shortlisting and interview
Role Specific Skills		
<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Computer Skills (level 2)	High proficiency in MS Office Excel is highly preferred	Shortlisting and Interview
British Council Core Skills		<i>Assessment Stage</i>
<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 2) Reviews available data and identifies cause and effect, and then chooses the best solution from a range of known alternatives.</p> <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>Using Technology (level 1) Able to use office software and British Council systems to do the job and manage documents or processes.</p> <p>Managing Risk (level 1) Demonstrates understanding of risk management policies and</p>		Shortlisting and/or Interview

procedures and record of following them	
British Council Behaviours	Assessment Stage
<p>Behaviours assessed during interview stage of recruitment process</p> <p>Making It Happen –More demanding Challenging myself and others to deliver and measure better results</p> <p>Being Accountable – Essential Delivering my best work in order to meet my commitments</p> <p>Working Together – Essential Establishing a genuinely common goal with others</p> <p>Behaviours not assessed during recruitment process</p> <p>Connecting with Others – Essential Making regular opportunities to understand others better</p> <p>Creating Shared Purpose – Essential Communicating an engaging picture of how we can work together</p> <p>Shaping the future – Essential Looking for ways in which we can do things better</p>	<p><i>Interview</i></p> <p><i>Performance</i></p>
Prepared by:	Date:
Jenny Li Examiner Administration Manager, South China	Jan 2019