Role Title
Computer-delivered IELTS Operations Officer

Role Information				
Department	**Pay Band**	**Location**	**Duration**	**Reports to:**
Exams	5	**Guangzhou**	**2-year fixed-term**	**Computer-delivered IELTS Operations Manager**

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

Role purpose

To take full charge of the end-to-end delivery of the Computer-delivered IELTS to ensure the product quality and customer service standards of the global IELTS Admin Manual and Audit Observation Document are fully met.

About us

British Council China
The British Council has had a presence in China since 1943, and since 1979 we have been operating as the Culture and Education Section of the British Embassy and Consulate-Generals in Beijing, Shanghai, Guangzhou and Chongqing. We also opened our first English centre in Mainland China in September 2017, 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:

- Over 1,000,000 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 annually through our 2015 Year of Cultural Exchange and Shakespeare Lives campaigns.

Function overview:

This role will be based in Guangzhou and report to the local Computer-delivered IELTS Operations Manager.

Main opportunities/challenges for this role:

- Gaining thorough operational knowledge of Computer-delivered IELTS
- Getting involved in the design of local end-to-end process
- Interactions with all IELTS function teams through covering a large variety of duties of different strands

Main Accountabilities:

1. Execute the Computer-delivered IETLS test administration work
- Complete pre-test administration tasks as per the global standard of administration.
- Work with different teams in the office to ensure sufficient facilities and equipment are available for each test session.
- Manage post-test stock-in process.
- Perform post-test duties according to set deadlines in compliance with IELTS standards.

2. Work as the Computer-delivered IELTS test supervisor
- Act as the first contact point for test day to ensure the smooth delivery of the test.
- Oversee the security of test materials to maintain the integrity of IELTS and the British Council at all times.
- Manage the IELTS Test Day Personnel and Examiners to make sure their performance on test day is in line with global standards.
- Submit Supervisor Reports following each test session.
- Maintain a positive relationship with all internal and external stakeholders.
- Attend trainings and briefing meetings related to the testing as requested.
- Participate in the development of training materials for the administration and Test day personnel teams for other British Council offices in China.

3. Other duties
- Conduct online survey to Computer-delivered IELTS candidates on a weekly basis – distributing, collecting and analysing survey results, and submitting report on a monthly basis to the Marketing team.
- Monitor Computer-delivered IELTS freelance test day personnel's ("TDP") performance on a weekly basis and to submit monitoring report to the TDP Manager according to the IELTS global standards.
- Provide support to deliver training to Computer-delivered IELTS freelance test day personnel ("TDP") to ensure the service and compliance standards.
- Conduct site check for on-site delivery sessions on an as-needs basis.
- Update Computer-delivered IELTS test centre related information to relevant exams system as required.
- Contribute to Computer-delivered IELTS functionality improvement in the back office exams system.
- Ensure all duties are delivered in line with the British Council's policy on Child Protection and Equal Opportunity and Diversity, 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
- *Exams function teams*
- *Examiners*

External
- *IELTS Candidates*
- *IELTS Partners and stakeholders (Cambridge, test centres, NEEA)*

Other Important Features Or Requirements Of The Job

Weekend work:
- *Working on weekend is required on regular basis. 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 the country in which the role is based.	Shortlisting
Direct contact or managing staff working with children?	Yes	N/A
Notes		

Person Specification:		Assessment stage

Language requirements (DELETE IF NOT APPROPRIATE)

Minimum / essential	*Desirable*	*Assessment Stage*
- English B2 (Aptis, IELTS6.5 or equivalent) - Chinese C1 (HSK 5 or equivalent)		*Shortlisting*

Qualifications

Minimum / essential	*Desirable*	*Assessment Stage*
	Undergraduate degree	*Shortlisting*

Role Specific Knowledge & Experience

Minimum / essential	*Desirable*	*Assessment Stage*
- Experience of working on administration that requires high sense of security and attention to details	- Experience of working as test day supervisor	*Shortlisting*

	Basic IT skills in Windows Operation Systems	

British Council Core Skills	*Assessment Stage*
• *Planning and organizing –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. • *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. • *Manage people –Level 1* Supports others Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes. *Using technology –Level 1* Operates as a basic user of information systems, digital and office technology Able, with adjustments if necessary, to use office software and British Council systems to do the job and manage documents or processes	*Shortlisting AND Interview*

British Council Behaviours	*Assessment Stage*
Behaviours assessed during interview stage of recruitment process ▪ Being Accountable- More demanding ▪ Making it Happen- More demanding ▪ Working Together- Essential **Behaviours not assessed during recruitment process** ▪ Shaping the future-Essential ▪ Creating Shared Purpose –Essential ▪ Connecting with others-Essential	*Interview*

Prepared by:	**Date:**
Computer-delivered IELTS Operations Manager	1 March 2019