

Role Title

Examinations Services Assistant

Role Information

Department	Pay Band	Location	Duration	Reports to:
Exams	4	Beijing	1 year	Examinations Services Officer

Role purpose

To provide professional and effective service to IELTS candidates in North and Central China and ensure the IELTS Post-test services are compliant with global IELTS Administration Manual, audit requirements, and China-specific IELTS administration procedures.

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:

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) Company Ltd (BC 教育咨询 (北京) 有限公司).

Main opportunities/challenges for this role:

- 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.

Main Accountabilities:

- Monitoring of outsourcing staff or service suppliers to perform duties up to the service standards. Providing feedback and offering support as necessary.
- Ensure all post-test administration tasks are carried out by adhering to the IELTS Administration Manual standards strictly.
- Managing documentation, file, stationery and equipment in compliance with operational standard
- Deliver shared administrative tasks

Key Relationships:

Internal

- Exams team colleagues
- China BSS team

External

- Outsourcing service providers

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?	No	N/a
Notes	DBS checks or local equivalent required Working on weekends once/twice per month Working on shift per request On call during unsocial hours per request	

Person Specification: Assessment stage

Language requirements (DELETE IF NOT APPROPRIATE)

<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Chinese (HSK 5 or equivalent) ▪ English B2 (Aptis, IELTS 5.5 or equivalent) 		Shortlisting

Qualifications

<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>

<ul style="list-style-type: none"> Bachelor's Degree or college certification 		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<p>Computer skills: level 1 (can effectively use Windows platform applications: Outlook, Word, Excel, PowerPoint) Communication</p>	<ul style="list-style-type: none"> Working experience dealing with administrative /operation work Experience in test administration/file management 	Interview/Shortlisting
British Council Core Skills		Assessment Stage
<ul style="list-style-type: none"> Managing risk: Level 1 Works with other teams to deal with urgent cases in a short notice. Communicating and influencing: Level 2 Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meeting the needs of different people/audiences. Planning and organising: Level 1 Able to plan own work over short timescales for routine or familiar tasks and processes. Analysing data and problems: Level 1 Breaks down problems into a list of tasks to be done and decides on appropriate action Using technology: Level 1 Able to use offices software and British Council systems to do the job and manage documents or processes. 		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
<p>Behaviours assessed during interview stage of recruitment process</p> <ol style="list-style-type: none"> Being Accountable - Essential Making It Happen - Essential Working Together – Essential <p>Behaviours not assessed during recruitment process</p> <ol style="list-style-type: none"> Creating Shared Purposes - Essential Connecting with Others - Essential Shaping the Future – Essential 		Interview
Prepared by:		Date:
IELTS Post-test Administration Manager		01 Nov 2018