

## Details of Service Duty

The service provider will be responsible for the IELTS test day delivery to ensure full compliance with national and global IELTS Administration Standards.

### Main Duties:

- To act as the first contact point for any test day incidents to ensure the smooth delivery and validity of the test
- To oversee the security of test day materials
- To manage the IELTS Test Day Personnel and Examiners on test day to make sure their performance is in line with global standards
- To keep a positive relationship with all internal and external stake holders
- To attend trainings and briefing meetings as requested
- To submit reports following each test session
- To maintain the reputation and integrity of IELTS and the British Council at all times.
- To 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
- To manage information created and received in compliance with the British Council's information management standards, policies, the UK data protection principles and local legislation.

### Other important features or requirements:

- The job is a guaranteed-hours service agreement based on 2/4/6 committed days per month according to different locations. Here below is **the committed days requirement per month for each location:**
  - **Guangzhou, Shenzhen or Changsha: 6 committed days**
  - **Nanchang, Nanning, Fuzhou or Xiamen: 4 committed days**
  - **Haikou: 2 committed days**
- The service provider is normally required to work averagely 2 to 3 days on weekdays, or on weekends sometimes.
- The job will require occasional travel within South China for test delivery.
- This job may involve working with children under 18.
- Criminal record check is required.