

Role Title

Exams Coordinator

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exams Operations	PB 4/H	Bucharest	2 years, potential possibility of extension if jointly agreed	Exams Operation Manager

Role purpose

The purpose of this role is to deliver efficient, effective operational coordination and delivery of Exams (planning, scheduling, logistics test day or post-test services) at the right cost and customer experience and to support continuous improvement in the efficiency/cost effectiveness/quality of service delivery/systems within the Exams unit. The role will adhere to agreed corporate risk management processes and procedures when delivering services (e.g. child protection, security policies, financial protocols, anti-fraud measures) to protect the interests of the British Council and its customers at all times.

To contribute actively to the increase of the volumes for exams, and to maintain close relationship with the test takers / closed centres / Test Partners. To work closely with the members of the team in order to deliver the agreed targets, as per current plan.

About us

The office in Romania is part of the British Council EU region and is active across the spectrum of project and partner activity in Arts, Education and English. We see English, via global products, Examinations Services and teacher training, as the area where we can achieve most impact and most closely meet local needs.

The Exams business is currently implementing a new Exams Operational Design which will enable greater growth in the EU in an efficient and sustainable manner through economies of scale, meeting customer expectations through standardised best practice and by operating more effectively across borders. The transition has a proposed timeline with a starting line of 2021. This will affect the current role profile at a small scale.

Geopolitical/SBU/Function overview:

The English and Examinations Strategic Business Unit (E&E) is one of three strategic business units in the British Council (the others being Arts and Education & Society) all of which have the remit to build trust for the people of the UK by building relationships through aspects of our language and culture. E&E achieves this by enabling people across the world to access the life-changing education and work opportunities that are created by learning English or gaining valuable UK qualifications. Promoting the English language also provides a medium for communication, helping break down barriers of misunderstanding or mistrust between cultures. The British Council's 2020 vision for English & Examinations is to be the world authority in high quality English language teaching, learning and assessment, as well as the International distributor of choice for UK professional and school qualifications.

The Examinations business makes a significant contribution to British Council financial sustainability, and as such, it is essential that the business evolves in order to maintain its position in a fast-changing operating context. There is a need to standardise and automate activities across the globe to deliver efficiencies, and there is also a

requirement to develop new digital products and services to meet changing customer demands and competitive pressures. In a cost and resource-constrained environment, balancing the on-going requirements and allocation of funds will be critical, as will the integration and planning of the implementation of the different changes across a global network of 110+ countries charged with the on-going delivery of impact and income whilst changing key elements of the supporting operational platform.

Main opportunities/challenges for this role:

- Adding value to key accounts in a competitive environment
- Motivating and driving team performance
- Achieving sales targets
- Upholding a customer service culture
- Delivering business through a network of partner test centres (where relevant).

Main Accountabilities:

Exams delivery

- Translate the agreed demand into capacity/resource requirements for venues, people and test materials to fully optimise operations and margins while maintaining service levels, maximising agility and ensuring contingency
- Coordinate rolling 18-month single plan for all products down to Test Day
- Coordinate and monitor the exams calendar and registration for all products, efficient session planning and timetabling and distribution of relevant documents to candidates and other stakeholders.
- Resource and book appropriate Test Day venues using BOSS and other relevant systems.
- Coordinate the safe storing and handling of confidential materials in accordance with compliance standards during the multiple exchanges in country. This includes movement and activities related to the primary storage area known as the Confidential Materials Room (CMR) as well as final preparations of the Exam delivery before and during Test Day.
- Oversee Test Day activities including preparation (stationery, uniforms, banners, IT equipment).
- Ensure timely scanning and submitting of exam papers to meet requirements for marking, processing tests results and other related post-test day activities.

Test Day staff coordination and deployment

- Use BOSS and other relevant systems.
- Coordinate the Test Day Staff work reconciliation and payment of venue staff and examiners.
- Participate in the recruitment and management of Examiners and Venue Staff.

Business support

- Coordinate and escalate where required, risks or issue resolution, including coordination of customer communication directly or through customer services.
- Coordinate service delivered to B2B Customers with their registration entries, operations, system and technical issues and report issues and resolutions to the Business Development and Account Relationship functions in country.
- Support the delivery of our exams operations at B2B test centre level, working with new systems and processes and ensuring that new ways of working are taken up and adhered to.
- Support the transition of B2B Customers to computer-based testing for some of our products.

Other requirements

- Task and coordinate others (e.g. third-party suppliers, external partners and internal colleagues) to complete activities in accordance with agreed service delivery / contractual / project milestones or requirements (e.g. cost schedules, time deadlines etc.).
- Support the planning process for contingencies.
- Manage remote relationships within country to ensure counterparts understand requirements and execute to plan on Test Day.
- Support EU / South Cluster Exams operations.

- Ensure all duties are delivered in line with the British Council's policies on Child Protection, Equality, Diversity and Inclusion, Health and Safety and Anti-bribery and these are considered 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.

Finance related activities:

- Check financial reports and prepare financial data for monthly reconciliations.
- Raise POs (purchase orders),
- Keep accurate records and administer post-test direct invoicing process,
- Keep accurate records about transfers and refunds,
- Contribute to effective, compliant financial processes and accurate financial information,

All tasks will be carried out to the satisfaction of customers, in accordance with QCA and board regulations and by deadlines.

Key Relationships:

Internal

- Examinations administration team in Bucharest, Iasi and Cluj-Napoca
- Examinations management team
- Customer services staff
- Finance staff

External

- Venue providers
- Exams venue staff
- Exam Candidates
- Test Partners.
- Exam boards

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	YES	Shortlisting
Direct contact or managing staff working with children?	YES. Appropriate police check	N/a
Notes	Unsocial hours may be required for coordinating weekend exams sessions. The post will require some travel around Romania for exam supervision.	
Person Specification:		Assessment stage
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
University Degree in any subject or qualification in a relevant field		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ Experience of administrative and organisational skills		Shortlisting

<ul style="list-style-type: none"> ▪ Experience of successful customer and client management with track record of business results 		
Role Specific Skills (if any)	Assessment Stage	
<ul style="list-style-type: none"> ▪ English language skills to the CEF C1 level ▪ Romanian fluent or minimum C1 	Shortlisting AND Interview	
British Council Core Skills	Assessment Stage	
<p>Communicating and influencing (Level 3) Is creative and adaptable in communications. Able to use a range of non-standard and creative approaches to inform, and persuade others, extending beyond logical argument to influence decisions and actions in a way which is inclusive and engaging.</p> <p>Managing projects (Level 3) Leads smaller projects. Analyses requirements with the sponsor/stakeholders, defining the specification with awareness of equality and diversity impact, planning, revising, implementing and evaluating on small-to-medium scale and/or low risk projects.</p> <p>Finance and resource management (Level 3) Supports budget management. Monitors and controls an agreed budget within a defined area, producing reports and analyses and contributing to planning.</p> <p>Commercial and business development (Level 3) Develops viable business. Defines and develops products/programmes/services which deliver British Council goals on impact, income and surplus within a defined area of business that responds to market opportunities and aligns to wider corporate strategies.</p> <p>Account and partnership management (Level 3) Builds account teams. Identifies and deploys teams of British Council staff whose attributes match the stakeholder/ customer/partner's needs and adapting proposals to accommodate the needs of the other party.</p>	Shortlisting AND Interview	
British Council Behaviours	Assessment Stage	
<p>Being Accountable (More demanding) Putting the needs of the team or British Council ahead of my own.</p> <p>Working Together (Essential) Ensuring that others benefit as well as me.</p> <p>Connecting with Others (Essential) Actively appreciating the needs and concerns of myself and others.</p> <p>Making it Happen (More demanding) Delivering clear results for the British Council.</p> <p>Creating shared Purpose (Essential) Creating energy and clarity so that people want to work purposefully together.</p>	Interview	
Prepared by:	Date:	
Roxana Ene	September 2020	

'The British Council believes that all children have potential and that every child matters – everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC 1989'