

Role Title

Internship Trainee

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exams Intern	1175 RON Gross	Cluj-Napoca, Iasi, Bucharest	6 months (4h / day)	Local Exam Coordinator

Role purpose

This is a paid internship program for students and fresh graduates, to gain experience and to understand our strategy and areas of activity. The participants will have the chance to broaden their experience by taking part to various projects: events planning, customer support, exams delivery, all in a challenging and professional environment.

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:

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 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.

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:

- Being familiar with the policies and practices of the exams center, getting to know the

workflows that are in place for library activities.

- Demonstrating willingness to help our customers, venue staff.
- Having a commitment to collaboration and co-operative working with exam centre staff and parents/guardians of young learners.
- Demonstrate commitment and willingness to learn

Main Accountabilities:

1. Library Related activities:
 - Arranging books and materials on the shelves in the library, according to domain and call number
 - Helping customers and/or BC staff find materials in the library and in the catalogue
 - Cataloguing and discarding materials
 - Research
 - Interacting with library customers
2. Exams delivery:
 - Getting acquainted with English Language Examinations
 - Invigilating and supervising examinations
 - Working with multiple administrative platforms
 - Helping the Examinations Coordinator with admin tasks
 - Interacting with our venue staff team
3. Customer Services related activities:
 - Responding to Customer Enquiries via e-mail/phone in a timely manner

Working days may vary according to our internal scheduling, but not more than the mentioned 5 days a week.

Key Relationships:

Internal: Local Exams team

External: Library customers, exam candidates, English teachers

Role Requirements:

Threshold requirements:		Assessment stage
Right to work in country	Yes	Shortlisting
Direct contact or managing staff working with children?	Yes	N/a

Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ C1 level of English C2 level of Romanian	C1 level of English	Application and interview

Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ High-school graduate (completed) University degree (completed or in progress).		

Prepared by:	Date:
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