

Role Title

Exams Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exams Operations	PB J	Iasi	1 year - fixed term contract	Exams Coordinator

Role purpose

The purpose of this role is to deliver high quality services to internal and external customers and clients, which meet their needs and enable the British Council to achieve its objectives. To project a professional image of the British Council and the UK by providing a high quality, welcoming and efficient integrated service.

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.

About us

The Romania office is part of the British Council's 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

- Assistance in the day to day management of the examinations ensuring that all pre, mid and post session activity conforms to or exceeds corporate and exam board standards. The secure delivery, storage and despatch of examination papers. Communication with boards on administrative matters as required
- Assistance in increasing the number of British Council administered exams in the allocated area (cold calling campaigns, dealing with first level enquiries, despatch of certificates and other exam related information provision).
- Assist the Exams Coordinator and other exam staff in the effort to increase awareness and sales of exams in the allocated region (education fairs, exhibitions, conferences and other exams related events)
- Assist with the organisation of computer-based examinations

Front office

- Ensuring that communication with candidates, institutions and stakeholders is timely, complete and efficient; liaise with closed centres representatives
- Answering enquiries - delivering frontline, phone & e-mail customer services to internal and external customers as per agreed standards. Library enquiries such as book loans and returns
- Pro-actively cross-sell British Council services to enquirers in an integrated manner.

Finance related activities

- Raise purchase orders
- Sales and Distribution processes (sales orders, debtors, a.o.b.)
- Raising Intercompany POs for Exams boards
- Contributing to effective, compliant financial processes and accurate financial information for Exams, Library
- Receiving and handling British Council revenue in cash or by card. Ensuring the confidentiality, accuracy and safety of documents and transactions.

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
- Examinations management team
- Customer services staff
- Finance staff

External

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

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>
<ul style="list-style-type: none"> ▪ Very good communication skills ▪ Uses IT with confidence 		Shortlisting
Role Specific Skills (if any)		<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ English language skills to the CEF minimum B2 level ▪ Romanian language skills to the C1 level 		Shortlisting AND Interview
British Council Core Skills		<i>Assessment Stage</i>
Admin & Organizational skills Managing Relationships with customers, clients & stakeholders (Level 2)		Shortlisting AND Interview
Basic financial skills Monitoring and reporting (Level 1)		
Marketing and Customer Services Responding to customer needs (Level 1)		
Delivers excellent service at all points of contact (Level 2)		
Building strong relationships which add value to the United Kingdom (Level 1) Uses strong interpersonal skills to build effective rapport with customers (Level 1)		
British Council Behaviours		<i>Assessment Stage</i>
Being Accountable (Essential) Putting the needs of the team or British Council ahead of my own		Interview

Working Together (Essential) Ensuring that others benefit as well as me.

Connecting with Others (Essential) Actively appreciating the needs and concerns of myself and others.

Making it Happen (More demanding) Delivering clear results for the British Council.

Prepared by:

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Date:

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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'