

## Role Title

**Invigilator/ Marshall**

## Role purpose

To ensure that any test administered by the British Council runs smoothly on the test day/s and that all assigned test day duties and standards are met.

## Main Accountabilities:

You will be accountable for maintaining the integrity and reputation of the British Council and the various examination boards by ensuring that tests are delivered to prescribed standards for customer service, security and administration. You will also be accountable for promoting a positive image of the British Council by providing a high standard of customer care on the test day.

### Programme/service support

- Report promptly to test venue at agreed time. In case of any delays or if unable to get to the test venue, inform the appropriate test day or British Council Examinations Services staff in a timely manner.
- Follow all relevant standards & procedures, based on training and reference materials provided by the British Council Examinations Services and the relevant Exam Boards.
- Be familiar with the emergency procedures for the test day venue.
- Invigilate examinations to the standard required by the British Council Examinations Service and the relevant Exams Boards.
- Actively monitor candidates during tests to make sure that there is no violation of test conditions.
- Support the supervisor to ensure that candidates have a positive and consistent test day experience and a positive image of the British Council.
- Ensure all material is accounted for and handed over securely to the supervisor.
- Complete and maintain accurate records of exam assignments. Complete all reports, logs and claims accurately as required by British Council Examinations Services.
- Follow all relevant guidelines and policies in the areas of: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, and Anti-Fraud.
- Report any incidents, emergencies or breaches of security to the appropriate test day supervisor.
- Work with the test day supervisor to promote and ensure the wellbeing of candidates at all time. In case of emergencies, follow correct procedures.
- Additional duties in line with the role may be required.

### Customer support

- Enable good customer flow by giving candidates clear direction and answering their enquiries.
- Ensure that candidates follow the agreed exam procedures regarding the location and security of their belongings.

- Conduct candidate entry, exit, identity checks and Test Day Photography procedures according to exam requirements.
- Ensure special arrangements are provided as required

**Training and development:**

- Attend all briefing and training sessions as requested by the British Council Examinations Services Centre.
- Complete all mandatory training modules: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, Anti-Fraud, Identity Checks as required.

**Other important features or requirements of the job:**

- Some invigilators will be required to travel, including overnight stays. The majority will not have this requirement. During the recruitment process you will be asked to indicate your willingness to travel.
- You are required to be very vigilant when observing candidates; to watch and hear what is going on in the exams room.

**Role Requirements:**

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Must be able to legally work in the country of appointment.	Shortlisting
Direct contact or managing staff working with children?	YES.	Appropriate police check
Notes	You will be paid as per the terms and conditions of your contract. You will be required to work weekends (Saturdays and Sundays), public holidays, extended hours in the early morning or late evening, as this is when many examinations take place. You must have the flexibility to work beyond the prior agreed work schedule	

**Language requirements:** English language level of CEFR B2

**Role Specific Knowledge & Experience**

<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ <b>Customer Service:</b> experience of responding to children/ young adults and parents' needs (as customers) in a professional manner, to a high level of quality.	Awareness of safeguarding and promoting the welfare of children.	Shortlisting AND Interview

**British Council Core Skills**

**Assessment Stage**

<p><b>Using technology level 1:</b> Operates as a basic user of information systems, digital and office technology. Able to use British Council systems and software, and the internet, to do the job and manage documents or processes.</p> <p><b>Planning and organizing level 1:</b> Is methodical. Able to plan own work over short timescales for routine or familiar tasks and processes. Has a good attention to detail. Is punctual and reliable.</p> <p><b>Communications in Romania and English level 1:</b> Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</p>	<p><i>Shortlisting AND Interview</i></p>
<p><b>British Council Behaviours</b></p>	<p><b>Assessment Stage</b></p>
<p><b>Being accountable (Essential):</b> Giving constructive feedback to others in a way they can understand and accept.</p>	<p><i>Interview</i></p>
<p><b>Working together (Essential):</b> Works well with others, is approachable and flexible.</p>	<p><i>Interview</i></p>