

Role Title

ref no 17/10/216

Examinations Services Officer (Schools)
Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Full-time	4	Dhaka	Indefinite	Manager- School Examinations

Role purpose

To support British Council Examinations Services in order to meet country strategic objectives and its growing examinations business in Bangladesh.

The main focus of this post is to contribute in administrating 68,000 exams. In addition, to support in promotion of school exams and customer care for Dhaka center.

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.

Function overview:

Examinations Services form an important element of the British Council's operation in Bangladesh, creating opportunities for thousands of young people. The Examinations operation supports the British Council's wider objective of providing opportunities for education and professional development to people world-wide.

British Council Bangladesh offers Examinations Services that create opportunities for students and professionals to achieve their aspirations to study abroad and take international academic and professional qualifications. The Exams team operates from offices Dhaka, Chittagong and Sylhet but also offers examinations other second cities. Currently we offer a range of English language tests (IELTS and Aptis), UK School and Professional qualifications. Each year the examinations team work with nearly 50,000 candidates and deliver over 135,000 examinations. We work with a range of UK and international awarding bodies.

The post holder will work with the senior Exams management team to deliver on local, regional and global school exams, ensure targets and quality assurance standards are met and customers are satisfied. He/she will also lead the Dhaka School Exams team complying with all UK board

regulations, organisational audit standards and Professional Schools Global Network (PSGN) guidelines.

Main opportunities/challenges for this role:

Opportunities

- Scope of managing relationship with diverse audiences and stake holders across the globe
- Scope of positioning school exams business in the competitive exams distribution market spectrum across the Global network of British Council
- Being a part of an enthusiastic and Global award winning team

Challenges

- To hold up the integrity of security standards in terms of exams delivery
- To identify possible risks in the processes in exams operation
- To meet the benchmark in delivering customer services as per the British Council standards

Accountabilities

Exams Administration

- To ensure all examination board requirements are met (incl. security, due dates, reporting, scripts and certificates handling and distribution)
- To manage specified Examination Venues to meet British Council / examination board specifications at the examination sites.
- To manage registration and administration processes that meet examination board requirements and deadlines.
- To adhere to all elements of Exams Compliance and Assessment standards (QCA)
- To manage information for the general public is up to date, relevant and, where appropriate, available.
- To manage resource allocation as and when required

Customer and Client Care

- To Lead on relationships with designated schools by collecting feedback, identifying needs etc.
- To provide a professional and efficient image of British Council (e.g. through training / support etc.)
- To answer questions regarding examinations quickly and efficiently
- To handle all customers with same level of professionalism
- To deliver agreed campaigns on time and within budget
- Product knowledge is up to date and accurate

Financial processes

- Delegated income reconciliations produced on time and in accordance with Essential Finance guidelines
- Process schools payments

Key Relationships:

Internal

Head of Exams Distribution, Test Day Planning Team, Customer Services Team, Exams Finance Team, Exams Compliance Team, Procurement Team, Director and Deputy Director Examinations, Exams Business Development Team

External

Students, Parents, Teachers, Schools/tuition providers, Examiners, UK awarding bodies (both local and global)

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Bangladeshi passport holder or legally entitled to work in Bangladesh.	Shortlisting
Direct contact or managing staff working with children?	Yes	N/a
Notes	Local/international police record check, qualification and reference checks are required for external candidates.	

Person Specification:

Language requirements			Assessment stage
<i>Essential</i>	<i>Desirable</i>		<i>Assessment Stage</i>
<ul style="list-style-type: none"> English Language at Proficiency Level equivalent to IELTS band score 6 			Shortlisting

Qualifications

<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Graduate in any discipline 		Shortlisting

Role Specific Knowledge, Skills & Experience

<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Minimum of 01 year of experience working in an administrative environment Experience in assisting in event planning and organizing Strict adherence to deadlines High level of flexibility Capable of analyzing data and problems 	<ul style="list-style-type: none"> Knowledge of UK qualifications delivered through British Council Ability on data storing, exploratory/ad hoc analysis and graphical presentation in MS Excel 	Shortlisting and/or Interview

Role Specific Skills

	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Effective communication and engagement with children and their families Experience of working with children 	Shortlisting and/or interview

British Council Core Skills

	<i>Assessment Stage</i>
Managing People (Level 1) Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes.	Shortlisting and/or Interview

<p>Communicating & Influencing (level 2) 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>Planning & Organising (Level 2) Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</p> <p>Using technology (Level 1) Able to use office software and British Council systems to do the job and manage documents or processes.</p>	
British Council Behaviours	Assessment Stage
<p>Being accountable (Essential): Delivering my best work in order to meet my commitments</p> <p>Working together (Essential): Establishing a genuinely common goal with others</p> <p>Making it happen (Essential): Delivering clear results for the British Council</p>	<p><i>Shortlisting and/or Interview</i></p>
<p>Connecting with others (Essential): Making regular opportunities to understand others better</p> <p>Creating Shared Purpose (Essential): Communicating an engaging picture of how we can work together.</p> <p>Shaping the future (Essential): Looking for ways in which we can do things better</p>	<p>Required for role but will not be assessed at interview</p>
Prepared by:	Date:
<p>Saud Al Shams Manager School Examinations</p>	<p>October 2017</p>