

Role Title

Ref no - 19/10/31b

Test Day Delivery Officer

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administrative	4	Sylhet	Indefinite	Test Day Manager

Role purpose

The purpose of this role is to ensure effective and efficient delivery of Exams within a location. To make sure venues are appropriately stocked with the technical and non-technical materials to run the test day to QCA standards, and that systems are in place to make sure the correct staff and materials (confidential and non-confidential) reach and return from the venue. The role holder will be the point of contact for Venues/Venue Supervisors on the day. This role will be required to work test days which will involve weekend work as part of the contracted hours. The role holder will also provide support for venue staff management using appropriate internal systems and technology.

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 work with over 100 countries across the world in 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

Geopolitical/SBU/Function overview:

Bangladesh Examinations

Our Examinations work focuses on providing access to high quality UK qualifications. Bangladesh is one of the top 10 exams businesses in the British Council

We deliver 135-140,000 exams a year. 70% of this volume are O and A levels, with most of the rest being IELTS. There is a growing Aptis sector, and a wide range of professional and university exams. We have recently begun delivering computer-based tests for the ACCA and IELTS

Main opportunities/challenges for this role:

- Working with new systems and processes
- Working with all exam products in one role (process-centred, not product centred)
- This role will be key to ensuring efficient delivery of our exams and management of exams personnel

Main Accountabilities:

Product Service Support

- Ensure exam venues across Bangladesh are prepared to meet or exceed British Council QCA standards in line with instructions from Test Day Manager

- This includes management of all transport and technical and non-technical equipment needed to run test days – signage / banners / EDM and EVM / microphones and sensors / technology for computer delivered tests; IELTS / ACCA / APTIS
- Ensures exam materials are despatched to Test Centres and stored securely
- Supports decisions of Test Day Manager with the selection of venue staff
- Manage venue staff availability and deploy Venue Staff, using BOSS and other technology to allocate venue staff and examiners to Test
- Provide support for payment processes for venue staff (with finance) using BOSS and AVSP
- Gather data for performance monitoring of staff on Test Day and pass to Test Day Manager
- Gather data for Investigations emerging from Test Day activities
- Ensure Transport to and from all venues is planned and managed

Customer support

- Receives and responds to enquiries from/to customers or via Customer Services
- May be a specific point of reference on queries relating to an area of nominated expertise or responsibility, particularly CB exams or APTIS, or the management of a specific venue
- Identifies where more complex issues require resolution by other people and refers them on accordingly
- Recognises and understands the impact of incidents and alerts the team leader to any issues of concern that are likely to impact service delivery or customer experience.

Relationship & stakeholder management

- Develops good working relationships with Venue Staff, Venue suppliers, and suppliers of Test Day equipment and appropriate colleagues throughout the BC
- Act as point of contact and manage escalated issues in country from Venue Supervisors and Venues

Risk and Compliance

- Identify risks in any Test Day activities and pass on any issues that cannot be simply resolved to Test Day Manager of other relevant staff
- Ensures Child Protection Action Plan and Policy is followed in all venues
- Follows agreed corporate risk management processes and procedures when delivering services
- Creates awareness within the country team on the importance of high standards around venues
- Organise venue staff payments for internal and external suppliers to British Council financial standards; payments to be made less than 2 months following completion of activity

Analysis & Reporting

- Use of appropriate technology and analysis of data from it – BOSS / CiCo / SAP
- Development of any supplementary technology (excel etc.) needed to inform Test Day processes

Managing self & others

- Plans and prioritises own work activities, which span across a range of different work streams
- Tasks and coordinates others (e.g. internal colleagues or external contractors/suppliers) to complete time-limited, straightforward activities, within established procedures, in order to ensure efficient delivery of services
- Monitors task completion to agreed quality and time standards

Support for wider Exams Operation

- Provides support for the wider Exams team when capacity is an issue at peak times
- Activities could include Schools or IELTS verifications and payments
- These will have a strong interface with Customer Services

Child Protection requirement:

- The post holder will understand the importance of child protection and ensure policies and processes are in place to offer maximum protection of young people at all relevant events and venues and ensure compliance with the British Council Child Protection policy.
- Escalating any concerns relating to Child Protection (CP) to the CP Focal Point and/ or Senior Manager as appropriate.

Key Relationships:

Internal

Test Day Manager, CMR & Logistics Manager, Customer Services, Finance and Resources team

External

Examiners, Venue Staff; Venue and venue equipment suppliers

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	Shortlisting and/or Interview
Notes	ID, local/international police record check, qualification and reference checks are required for external candidates. This post holder has a scope to work with children directly and indirectly. Therefore, s/he needs to understand the importance of child protection and ensure that Child Protection policy and procedures are in place to offer maximum protection of children and young people at all relevant events and activities and will ensure compliance with British Council Child Protection policy.	Shortlisting
Person Specification:		Assessment stage
Minimum / Essential	Desirable	Assessment Stage
English Language equivalent to IELTS band score 5 / 5.5 or CEFR B1		Shortlisting
Qualifications		
Minimum / essential	Desirable	Assessment Stage
Graduate in any subject or three (03) years' experience in a similar role.		Shortlisting
Role Specific Knowledge & Experience		
Minimum / essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> Experience working in a busy operational environment delivering high levels of customer service. Ability to ensure compliance, risk and security standards are monitored and maintained. Ability to work in a way that promotes the safety and wellbeing of children. Experience of working with children. 	<ul style="list-style-type: none"> Minimum one year experience in similar role Experience working in Exams Experience of supporting on delivery of computer-based exams 	Shortlisting and/or Interview

Role Specific Skills	Assessment Stage
Track record of working in a tightly controlled process driven environment	<i>Shortlisting and/or Interview</i>
British Council Core Skills	Assessment Stage
<p>Communicating and Influencing (level 2): Relates communications to circumstances Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</p> <p>Planning and organising (level 2): Plans ahead Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people</p> <p>Managing Risk (level 1): Follows good practice Demonstrates understanding of risk management policies and procedures and record of following them.</p>	<i>Shortlisting and/or Interview</i>
British Council Behaviours	Assessment Stage
<p>Connecting with others (Essential): Making regular opportunities to understand others better</p> <p>Making it happen (Essential): Delivering clear results for the British Council</p> <p>Being Accountable (Essential): Delivering my best work in order to meet my commitments</p> <p>Shaping the future (Essential): Looking for ways in which we can do things better</p>	<i>Interview</i>
Prepared by:	Date:
Sebastian Pearce	August 2019

“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”

“The British Council is committed to a policy of equal opportunity. Our policy aims to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, age, disability, ethnicity, religion or marital status. We guarantee an interview to disabled candidates who meet the essential criteria”