

**A. JOB DESCRIPTION**

Job Title	<b>Examinations Operations Officer</b>		
Directorate or Region	Pakistan, South Asia	Department/Country	Examinations
Location of post	Lahore	Pay Band	4: PKR 62,000
Reports to	Examinations Operations Manager	Duration of job	Indefinite employment contract

**PURPOSE OF JOB**

To ensure that a consistently excellent level of operational service is provided to customers and clients according to the Examinations Services Quality Standards (EQS) and other stakeholders standards, especially but not limited to UK Exam Boards

**CONTEXT AND ENVIRONMENT**
**Examinations Services Department**

The British Council's Exams Department has set in place an ambitious plan to ensure its growth and greater impact in a fast changing, global environment. To do this, the department will be engaging and working more directly with partners, both internal and external from all sectors.

The Exams Department has grown into a significantly large revenue business. It is now one of the largest operations within the British Council global network

**Team Structure**

Each region (Islamabad, Lahore and Karachi) has one Head Exams Operations each, reporting to the Director Exams Operations.

Each Head Exams Operations manages a team consisting of three Exam Operations Managers (IELTS, GCSE, and Professional Exams) and a pool of Exams Operations Officers, operating as one integrated team for all product service functions.

The Exams Operations team will be supported by the national Compliance & Customer Service, Financial Planning and Analysis and Business Development Team.

**ACCOUNTABILITIES, RESPONSIBILITIES AND MAIN DUTIES**

- Registration of candidates for all UK examinations through the board's specified software where appropriate
- Administration and supervision of examinations in accordance to the rules and regulations of UK exam boards and British Council Exams Quality Standards
- Management of client and customer relationships, soliciting and generating objective feedback, and enabling effective enquiry management
- Ensuring excellent preparation and administrative management of Exams Venues through working in coordination with Exams Operations Managers.
- Ensuring creativity and innovation is built into their day to day operational work
- Providing input and suggestions for process improvements /efficiencies

**KEY RELATIONSHIPS**

- Provide customer care to clients and stakeholders (internal and external)
- Liaise with relevant Exams Managers and Exam boards

**OTHER IMPORTANT FEATURES AND REQUIREMENTS OF**

The post holder will be required to work during unsocial hours.	
Please specify any passport/visa and/or nationality requirement.	Right to work in Pakistan
Please indicate if any security or legal checks are required for this role.	Local police checks

## B. PERSON SPECIFICATION

	Essential	Desirable	Assessment Stage
<b>Behaviours</b> Please see <u>The Behaviours Dictionary</u> for behaviour definitions and levels	<b>Behaviours assessed during interview stage of recruitment process</b> Working Together – <i>essential level</i> Being Accountable – <i>essential level</i> Making it Happen – <i>essential level</i>  <b>Behaviours not assessed during recruitment process</b> Shaping the Future- <i>essential level</i> Connecting with Others– <i>essential level</i> Creating Shared Purpose – <i>essential level</i>		The position holder will be required to demonstrate <u>all six behaviours</u> , on the job. These will be assessed during year end performance evaluations.  Behaviours to be assessed during the interview stage of recruitment are mentioned.
<b>Skills and Knowledge</b> See <u>The Generic Skills Dictionary</u> for details	<u>Communication skills (L1)</u>  <u>Computer skills (L2)</u>  Marketing and Customer Service (L1)	Knowledge of British Examinations and Education  Basic knowledge of routine Computer Networking issues	Short listing, Communications Test and Interview
<b>Experience</b>		Experience of: Managing complex events Processing large amounts of or complex, data	Short listing and Interview
<b>Qualifications</b>	14 years educations	16 years of education	Short listing and interview

Submitted by	Recruitment Team	Date	July 2013
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