

Role Title				
Freelance Venue Staff				
Role Information				
Role Type	Pay Band	Location	Duration	Reports to:
Business Operation Delivery	Hourly Wage (will be disclosed at the time of agreement)	Multiple	Variable	Venue Staff Management Unit (VSM)
Role Purpose				
To ensure the seamless execution of every exam organized by the British Council. The role purpose is to establish the designated test day responsibilities and uphold standards while maintaining customer satisfaction.				
About Us				
<p>The British Council provides access to English Language and other UK qualifications through its Examinations Services. The UK qualifications and assessments that we provide have the power to change people's lives, enabling them to access life, study, or work opportunities overseas or in their own countries. Qualifications and examinations are one of the most powerful drivers of improvements in teaching, learning and professional practice.</p> <p>The British Council Examinations Services administers a wide range of UK exams on behalf of UK-based Exam Boards and awarding bodies. These include English proficiency exams such as IELTS, Cambridge English and Aptis, School exams such as IGCSE, O and A levels for Cambridge International Examinations and Edexcel International, and a range of professional and university qualifications such as ACCA.</p> <p>In Pakistan, we run exams in Abbottabad, Bahawalpur, Burewala, DG Khan, Faisalabad, Ghotki, Gujranwala, Gujrat, Gwadar, Hasanabdal, Hyderabad, Islamabad, Jhang, Jhelum, Karachi, Kharian, Lahore, Larkana, Mandibahuddin, Mirpur, Multan, Muridke, Murree, Muzaffarabad, Muzaffargarh, Nowshera, Peshawar, Quetta, Rahim Yar Khan, Rashidabad, Rawalakot, Sahiwal, Sargodha, Sialkot, Sukkur, Taxila, and Wah Cantt.</p> <p>As an Invigilator, you will be part of a wider team of exam venue staff expected to support the delivery of a variety of tests at various locations. You will be required to work closely with British Council Examinations Services staff, other venue staff, venue service providers and related stakeholders to ensure the smooth execution of the exam(s) and to sustain a customer-focused approach.</p> <p>The British Council takes the welfare and safety of children very seriously and your behaviour is expected to be in line with the British Council's Safeguarding Policy and Code of Conduct. Irrespective of your role, you will have the responsibility for Safeguarding and promoting the welfare of children and supporting the implementation of the Policy.</p>				
Geopolitical/SBU/Function overview:				
<p>Examination Services Department</p> <ul style="list-style-type: none"> The examinations department in Pakistan is one of the largest in the British Council's global network. 				

- Our work in examinations is central to the overall impact of the British Council in Pakistan. Thousands of young people take School, Professional and English language examinations with us each year.
- The number of candidates taking examinations with the British Council is expected to grow significantly over the coming years.

Main opportunities/challenges for this role:

Annually we conduct over 500,000 exams in the country covering around 33 cities across Pakistan and a team of more than 4,000 venue staff makes this activity possible. This provides venue staff with the opportunity to work with such a huge team and become a part of this activity.

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 of operations, Safeguarding, 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 the test venue at the 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 and professional manner.
- Follow and implement 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 execution of the emergency procedures for the test day venue.
- Invigilate exams to the standard required by the British Council Examinations Service and the relevant exam boards.
- Actively monitoring assigned candidates during tests to ensure that there is no violation of test conditions, procedures, and field operations.
- Supporting supervisor to ensure that candidates have a positive and consistent test day experience along with a positive image of the British Council.
- Ensure all material is accounted for and handed over securely to the supervisor.
- Update 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, Safeguarding, 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 always promote and ensure the well-being of candidates. 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 politely and professionally.
- Ensure that candidates follow the agreed exam procedures regarding the location and security of their belongings.
- Conduct candidate exam venue entrance, 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 via VSP, LMS portal.
- Complete all mandatory training modules either online or Face to Face: Data Protection, Safeguarding, Health & Safety, Equal Opportunities and Diversity, Anti-Fraud, and Identity Checks as required.

Other important features or requirements of the job:

- Invigilators may be required to travel, including overnight stays as per business needs. During the recruitment process, you will be asked to indicate your willingness to travel.
- Invigilators are required to be highly vigilant when observing candidates; and to watch and hear the happenings at the exam venue and test hall.
- Invigilators must always be dressed professionally, in accordance with their role while representing the British Council. However, it is recommended that you wear soft comfortable shoes. Noisy wearables and jewellery are not permitted.

Key Relationships:**Internal**

- Invigilation group at the relevant exam venue

External

- VSM Unit
- Exam Operations Unit
- Local representatives of the UK exam boards
- O/A Level School Exams / ACCA CBE institutes / UOL representatives, etc
- Venue Personnel, School Coordinators & Security Team

Role Requirements:

Threshold Requirements:		Assessment Stage
Passport requirements/ Right to work in the country.	Must be able to legally work in the country of appointment.	Shortlisting
Direct contact or managing staff working with children?	Yes (Staff working with children and adults at risk) Understanding of Safeguarding in line with the United Nations Convention on the Rights of the Child (UNCRC), 1989. Reference Check and Police verification certificate. No known history of Child Abuse as recognized under the Safeguarding Policy.	N/A
Notes	You will be paid as per the terms and conditions of your agreement. You will be required to work over weekdays for O/A level School exams. At the same time, you may be required to work on weekends (Saturdays and /or Sundays), public holidays, or extended hours in the early	N/A

	morning or late evening, as per the exam(s) schedule requirement. You must be flexible to work beyond the prior agreed work schedule. DBS checks or local equivalent required.	
Person Specification		Assessment Stage
Language Requirements		
Minimum Essential	Desirable	Assessment Stage
English Language level 1 (Listening, Speaking, Reading, Writing skills)		Interview
Qualifications		
Minimum Essential	Desirable	Assessment Stage
Bachelors or 14 years of education (Transcript required)		Interview
Role Specific Knowledge & Experience		
Minimum Essential	Desirable	Assessment Stage
Customer Service: experience in 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 and adults at risk	Shortlisting AND Interview
Role Specific Knowledge & Experience		
<i>Ability to work in a way that promotes the safety and well-being of children and adults at risk.</i>		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
Using technology (level 1). 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. Planning and organizing (level 1). 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. Communications in Urdu and English (level 1). Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
Being accountable (Essential):		

<p>Giving constructive feedback to others in a way they can understand and accept.</p> <p>Working together (Essential): Works well with others, is approachable and flexible.</p>	<p>Shortlisting AND Interview</p>
Prepared By	Date
VSM	8th November 2023