

Role Title

Test Day & Post Test Day Officer

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administrative	PB4	Multiple posts in L, K & I	Indefinite	Head of Operations Geography

Role purpose

The purpose of this role is to implement all activities relating to the Test Day and Post Test Day across all products. The role will ensure examinations are conducted to relevant Corporate and Exam Board requirements and standards. The role is also responsible for ensuring timely scanning and submitting of exam papers to meet requirements for marking; Management of OSM and Speaking Results for IELTS and results upload to IWAS ; Management of EOR, EAR and Refunds for all products. Results dispatch

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:

The English and Examinations Strategic Business Unit (E&E) is one of three strategic business units in the British Council (the others being Arts and Education & Society) all of which have the remit to build trust for the people of the UK by building relationships through aspects of our language and culture. E&E achieves this by enabling people across the world to access the life-changing education and work opportunities that are created by learning English or gaining valuable UK qualifications. Promoting the English language also provides a medium for communication, helping break down barriers of misunderstanding or mistrust between cultures. The British Council's 2020 vision for English & Examinations is to be the world authority in high quality English language teaching, learning and assessment, as well as the International distributor of choice for UK professional and school qualifications.

The Examinations business makes a significant contribution to British Council financial sustainability, and as such, it is essential that the business evolves in order to maintain its position in a fast-changing operating context. There is a need to standardise and automate activities across the globe to deliver efficiencies, and there is also a requirement to develop new digital products and services to meet changing customer demands and competitive pressures. In a cost and resource-constrained environment, balancing the on-going requirements and allocation of funds will be critical, as will the integration and planning of the implementation of the different changes across a global network of 110+ countries charged with the on-going delivery of impact and income whilst changing key elements of the supporting operational platform.

Main opportunities/challenges for this role:

- Managing across a portfolio of products when the team has been used to managing by product
- Managing a combination of regular activity (IELTS) and huge peaks and troughs (Schools)
- Making team available to support additional Exams activities to support operational necessity / emergency

Main Accountabilities:

Product Service Delivery

- Responsible for CiCo and BOSS to record attendance
- Supporting Investigations emerging from Test Day activities
- Co-ordinates with Operations Planning Manager in venue planning
- Ensuring exam materials and papers received at the venue are stored according to Compliance standards and requirements and to escalate any discrepancies.
- Reconciling exam materials and papers received at the venue according to Compliance standards and requirements and to escalate any discrepancies.
- Checking the receipt of sufficient and adequate test day resources, (e.g. process guides, stationery, branding/signage/ technical equipment – speaking test/hand scanners).
- Ensuring the proper procedures and documentation is adhered to when handing over to courier
- Ensures timely payment of Venue staff and Examiner payments
- Results Despatch for all products
- Responsible for ensuring timely checking of speaking test recordings, scanning and submitting of exam papers to meet requirements for marking. It will also manage the post exams services like transfers, refunds, Enquiry on Results (EOR), and processing results, post result services, attestations and certifications.

Customer service

- Support the satisfactory resolution of complex/escalated customer (internal or external) operational complaints and issues regarding Test Day activity

Relationship & stakeholder management

- Close co-ordination with Business Improvement and Operational planning teams to manage BOSS and CiCo and Venue selection

Risk & compliance

- Provides support and reporting for audits and performance reviews.
- Follows agreed corporate risk management processes and procedures when delivering services
- Ensures venue staff and Examiner payments and for internal and external suppliers are managed to British Council financial standards; payments to be made less than 2 months following completion of activity

Analysis & reporting

- 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

Key Relationships:

Internal

- Business Assurance Lead
- Operations Planning Lead
- Tet Day Manager
- Customer Services, Finance and Resources teams

External

- B2C and B2B Customers
- Venue partners
- Examiners; Venue Staff

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country		Shortlisting
Direct contact or managing staff working with children?	Yes	N/a
Notes		
Person Specification:		Assessment stage
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
▪ Minimum Bachelor's Degree		Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ Experience working in an operations environment managing confidential materials ▪ Experience working in a compliant and regulated environment <ul style="list-style-type: none"> □ Experience working in a busy operational environment delivering high levels of customer service. 	<p>Experience of working on delivery of computer based exams</p> <p>Some experience of working in an environment which includes Under 18s (e.g. they are some of the customers even if most are adults)</p>	Shortlisting
Role Specific Skills (if any)		Assessment Stage
▪ N/A		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
<p>Communicating and Influencing. Relates communications to circumstances (level 2) 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 Organizes 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</p>		Shortlisting AND Interview

Demonstrates understanding of risk management policies and procedures and record of following them.	
British Council Behaviours	Assessment Stage
Working Together (Essential): Establishing a genuinely common goal with others Making it happen (More demanding): Challenging myself and others to deliver and measure better results Being Accountable (Essential): Delivering my best work in order to meet my commitments	<i>Interview</i>
Prepared by:	Date:
Imtiaz Razvi Country Exams Manager	