

## Role Profile

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# Exams Assistant

### Role information

Role type	Pay band	Duration
<b>Business Delivery</b>	<b>Grade J</b>	<b>1 year ( fixed term)</b>

### Role purpose

This role is nominated to work with the British Council Armenia Exam team. The British Council is the UK's international organisation for cultural relations and educational opportunities. The main product of exams in British Council Armenia centre is IELTS offered both in paper and computer formats. IELTS product includes also SELT IELTS delivery. Other exam products delivered by the British Council Armenia are ACCA, Aptis, DL and prof exams on demand.

The role holder will support exam administration, act as a test day supervisor/invigilator, perform some administrative duties re exams, assist to strengthen the quality of customer service, delivery, administration and security procedures associated with IELTS, School, University, Aptis and Professional examinations.

This role will also support on running exams on weekends/evening sessions as this will be a flexible working role.

### Role context

*The Armenian exams market is dominated by TOEFL due to the US being a popular destination for education. Recently, Pearson Test of English Academic (PTE-A) has attempted to enter into the Armenian market, increasing competition in the market. At the same time, opportunities for international tests are increasing given the current education sector developments.*

*For the British Council, the market opportunities include:*

- *IELTS recognition is increasing in Armenia. American University of Armenia started accepting IELTS for the BA and MA programmes.*
- *Since 2016, the Government of RA started accepting IELTS as an entrance exam for the post-graduate studies.*
- *There are opportunities in the IT and tourism sectors for the British Council to expand access to UK exams, particularly professional, university and BC Aptis for human resource development.*
- *Partnerships have been launched for CDI delivery and registration centre, so more stress may be put on more frequent PB IELTS delivery.*
  - *SELT IELTS exams are also conducted on demand*

**British Council also offers**

- *ACCA CBE exams*
- *DL exams on demand*
- *Other prof exams on demand*

*The key priorities of the post:*

- *An Excellent career path and development opportunities within the team and inside the organisation in other SBU's*
- *Learning and Development assessment annually depending on needs and requirements for professional development*
- *Needs excellent time management skills, team working skills, also be able to work under pressure with time limits, perform exam day full administration duties care.*

**Main accountabilities**

**Service and product delivery support**

**This role reports to Exams Operations manager.**

### *Back Office organizational and administrative support*

Back office tasks in liaison with their relevant Examination Co-Ordinator. These include:

- Exam systems main user
- Managing expectations stated in the exam board handbook
- Allocation and timetable communications to the VS
- Results entry/confirm
- Test Day materials handover to invigilators (sign in sign out) in Administrator's absence
- Additional communication to the candidates
- Marking and archiving all speaking exam files from digital recorders
- Checking candidate status on a daily basis on ORS
- Process and record RF and TDT
- Process and record ADD TRF requests
- Processing EORs
- Ensure safeguarding and guidelines are applied in line with standards and policy for the following areas:
  - Child protection
  - Equality Diversity and Inclusion
  - Health and safety
  - Environmental Framework

### *Stock Control*

- Dispatching and tracking of exam materials
- Destroying test materials/stored materials/files in accordance with the exam body regulations
- Conducting periodic stock check , recording the stock and updating of records

### *Exam day delivery*

- On time check of exam venue readiness to deliver the exam
- Secure and timely arrival and storage of exam materials to/at the venue/test centre.
- Book invigilation staff for the exam day if applicable
- Act as a test day supervisor/ invigilator, being responsible for test day delivery standards
- Reporting on exam incidents to Exams Coordinator
- OSM processing support post exam

### **Managing self and others**

- Supports decisions of Operations Manager with the selection of venue staff, sets performance expectations and maintains positive relations
- VS performance follow up and feedback completion
- Take part in all training sessions and makes sure for full knowledge re exam day administration

### **Customer support**

- Receives and responds to enquiries from/to customers, and may be a specific point of reference on queries relating to an area of nominated expertise or responsibility. Identifies where more complex issues require resolution by others and refers them on accordingly
- Recognises and understands the impact of incidents arising (e.g. complaints, resourcing problems, logistical or technical difficulties) and proactively alerts the team leader to any issues of concern that are likely to impact service/project/task delivery or customer experience.

*Other general tasks*

Support in organising IELTS-related events  
Financial reports preparation assistance

**Condition of employment**

**Proof of Identity requirements/right to work in country**

Candidates should possess a valid Armenian passport and right to work in Armenia.

Police check is expected as the person will be working with minors.

Shortlisting

**Language Requirements**

**Assessment stage**

- English Level B2
- Local language: native speaker

Shortlisting

**Additional job requirements**

**Assessment stage**

- Non-standard working patterns  
The working week consists of 5 days with 2 consecutive rest days. Total weekly working hours do not exceed 35 hours. Each week may have different working schedule according to the business needs. The role holder schedule includes working on weekend/evening exam sessions (5:00pm-8:30 pm)/early morning sessions (07:30 am to 12:45 pm) through the month based on the exam timetable. Each week schedule is to be pre agreed and approved with/by the Line Manager.

Shortlisting

**Person specification**

**Qualifications**

**Minimum/essential**

**Desirable**

**Assessment stage**

- University Degree

Shortlisting

**Role specific knowledge and experience**

**Minimum/essential**

**Desirable**

**Assessment stage**

Degree level qualification in relevant area	Previous experience of examinations administration and procedures	Shortlisting AND/OR interview
<b>Role specific skills</b>		<b>Assessment stage</b>
<i>Marketing and Customer Service level 1</i> <i>Understanding the British Council and its values</i> <i>Understanding customer needs</i> <i>Responding to customer needs</i> <i>Obtaining and evaluating feedback</i>  <i>Computer skills level 3 (all areas)</i>		Shortlisting AND /OR interview
<b>British Council core skills</b>		<b>Assessment stage</b>
<p>Communicating and influencing (level 1). Communicates clearly and effectively</p> <p><b>Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</b></p> <p>Managing projects (level 2). Follows project management disciplines</p> <p><b>Works with project management systems and procedures and has a track record of compliance with them as a project team member.</b></p> <p>Managing Finance and Resources (level 2) Uses resources efficiently</p> <p><b>Uses resources efficiently in own role and complies with financial rules and procedures.</b></p> <p>Using technology ( Level 1)</p> <p><b>Possesses good knowledge of technology in the sphere of exam administration.</b></p>		Shortlisting AND /OR interview

British Council values and behaviours	Assessment stage
<p><b>British council values</b> and <b>behaviours</b> are applicable across our organisation, in all roles and at all levels. They are important because they say what we stand for at the British Council and help us to deliver our strategy. We use them to guide our decision making, as well as guiding how we treat one another and the people we work with. These will be assessed in the selection process. Our values are:</p> <p><b>Open and Committed; Expert and Inclusive; Optimistic and Bold.</b></p> <p>The behaviours for each values pair can be found on our <a href="#">Intranet SharePoint site</a> for internal staff and at our Careers portal for external applicants.</p>	Shortlisting AND /OR interview
<b>For Recruiter / Hiring Manager use only</b>	
<p><b>Background Checks</b></p> <p>Initial and continuing employment with the British Council is subject to an annual background check. The job undertaken defines the nature of check(s) and assessment applied, please identify the <b>one</b> screening category considered relevant for this job:</p>	Offer
<ul style="list-style-type: none"> <li>• Senior Manager (<b>PB9/SMP and all head of function/business area, Director or Country Director jobs at PB7/8</b>).</li> </ul>	Yes/No
<ul style="list-style-type: none"> <li>• Finance (<b>directly managing expenditure or revenue of or more than £1 million e.g. payroll, procurement, accountancy/controller</b>).</li> </ul>	Yes/No
<ul style="list-style-type: none"> <li>• Regulated for child safeguarding (<b>The job is considered regulated if the role holder has frequent (minimum of once a week) or intensive (more than 4 days in one month) occurs in a place giving access to children (e.g. School) or is the line manager of others undertaking regulated activity</b>)</li> </ul>	Yes/No
<ul style="list-style-type: none"> <li>• Standard Screening (<b>If none of the above categories apply then the role is subject to standard screening</b>)</li> </ul>	Yes/No
<b>Role Profile completed by</b>	<b>Date</b>
Name: Lilit Kasparyan	22.09.2021