

Role Title

CMR and Logistics Coordinator (Kazakhstan)

Role Information

| Role Type | Pay Band | Location | Duration | Reports to: |
|----------------|----------|--------------------|------------|--------------------------|
| Administrative | PB4/H | Almaty, Kazakhstan | Indefinite | Exams Operations Manager |

Role purpose

The purpose of this role is to ensure effective and efficient administration of exams by supporting Exams Operations Manager, maintaining safe handling of confidential materials in accordance with compliance standards, maximising agility and ensuring contingency for operations. This includes movement and activities related to the primary storage area known as the Confidential Materials Room (CMR).

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 do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust. We work with over 100 countries across the world in the fields of 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. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

The British Council has been working in Kazakhstan since 1994 and is an integral and important part of the UK's bilateral relationship with Kazakhstan. We focus on developing English language skills, providing internationally recognised examinations, increasing the capacity of vocational and higher education institutions and contributing to the UK and Kazakhstani partnerships and collaboration with arts.

Main opportunities/challenges for this role:

- There is a new Global Operating Model for Exams being implemented across the business and this role will be key to ensuring delivery of our exams operations at test centre level, working with new systems and processes and ensuring that new ways of working are taken up and adhered to.
- Driving right behavior's in the team towards greater awareness related to maintaining confidentiality of sensitive exam related materials.
- Implementing improvement actions in the distribution and logistics of handling confidential materials.

Main Accountabilities:

Product Service Support

- Supports the functions of confidential materials handling and the Confidential Materials Room (CMR) to ensure British Council standards are met in set up and day to day operations.
- Secure and timely arrival, storage and dispatch of exam materials to/from the test centre(s) in accordance with British Council standards as well as rules and regulations of corresponding examination boards.
- Undertakes sorting and packing of exam materials to for designated test venues.
- Supports tasks to reconcile exam materials and papers received are as per plan, report and escalate any discrepancies.
- Undertake handling of suitcases and storage materials for distribution ordering and budget management.

- Supports planning for Test Day resources ordering, quality, distribution and management (e.g. process guides, stationery, branding/signage/ technical equipment – speaking test/hand scanners)
- Ensures the proper procedures and documentation is adhered to when handing over to courier.
- Ensures proper script receipt tracking, packing and return OR scanning, store and shredding.
- Coordinates the entry and dispatch/announcement of results to the candidates according to the rules and regulations of the relevant boards.
- Provides timely escalation of issues, enabling the adaptation of work plans where necessary.
- Supports continuous improvement in efficiency/cost effectiveness/quality of service delivery in the team.

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.

Relationship & stakeholder management

- Carries out instructions and requests from cluster operations, Operations Manager efficiently and effectively.
- Builds an understanding of who's who within the wider region to enable effective resolution of issues when they arise

Risk & Compliance

- Ensure adherence to CMR standards and management as set forth and carry out frequent random checks to proactively prevent issues from arising.
- Provide support and reporting for audits and performance reviews.
- Follows agreed corporate risk management processes and procedures when delivering services (e.g. child protection, security policies, financial protocols, anti-fraud measures) to protect the interests of the BC and its customers at all times.
- Create awareness within the country team on the importance of maintaining the standards around CMR and distribution of exam related materials, provide feedback if behavioural gaps are observed.

Finance & resource management

- Supports Exams Finance in invoicing and product income reconciliations in line with FCCF requirements, using relevant SAP reports.
- Manage courier SLA/performance standards and builds relationship with courier service provider in country, proactively seeking out and updating courier panel so that quality of services and cost elements are in accordance standards.
- Monitors and takes responsibility for small-scale resources/cash/stock, following established procedures and ensures that equipment and materials are available and ready to use when needed

Managing self & others

- Plans and prioritises own work activities, which span across a range of different work streams, responding to changing and at times competing requirements to ensure effective delivery of responsibilities over a weekly/monthly time horizon 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
- Keep updated professionally in order to provide a service that is in line with current legislation and best practice with at least one formal training course each year in accordance with PMPD guidelines.

The above accountabilities could be amended within the appointed role as per business needs, amendments to be confirmed by a Line Manager.

Key Relationships:

Internal

- *Kazakhstan and Regional Examinations Teams*
- *Kazakhstan Exams Business Manager*
- *Kazakhstan Customer Services Team*
- *Global and Regional Management Teams*
- *British Council colleagues from other departments - HR, Network and Operations, Marketing and Communications, Finance*

External

- *Exam partners and agents*

- *Receiving Organisations*
- *Exam Boards*
- *Service Providers; e.g. courier companies and logistics partners*
- *Test Takers*
- *Examiners & Venue Staff*

Role Requirements:

| Threshold requirements: | | Assessment stage |
|---|--|-----------------------------------|
| Passport requirements/ Right to work in country | Right to reside and work in Kazakhstan | Sifting /Shortlisting |
| Direct contact or managing staff working with children? | Yes. In line with our Child Protection policy, the postholder will be required to obtain a police check before the appointment. | Job offer |
| Notes | Police check required due to confidential materials. Anticipated working days: Tuesday – Saturday (The working days schedule could be changed by Line Manager as per business needs). | Job offer |
| Person Specification: | | |
| <i>Minimum / essential</i> | <i>Desirable</i> | <i>Assessment Stage</i> |
| <ul style="list-style-type: none"> ▪ Relevant university degree or equivalent experience ▪ Fluent written and spoken Russian and English | <ul style="list-style-type: none"> ▪ Fluent written and spoken Kazakh | Shortlisting |
| Role Specific Knowledge & Experience | | |
| <i>Minimum / essential</i> | <i>Desirable</i> | <i>Assessment Stage</i> |
| <ul style="list-style-type: none"> ▪ Experience in identifying and minimising risk ▪ Experience in compliance environment ▪ Experience of working in a high volume, busy operational environment, delivering to standard | <ul style="list-style-type: none"> ▪ Education or work experience in logistics services sector. ▪ Experience of supporting on delivery of computer-based exams | Shortlisting |
| Role Specific Skills (if any) | | <i>Assessment Stage</i> |
| <ul style="list-style-type: none"> ▪ Track record of working in a tightly controlled process driven environment | | Shortlisting AND Interview |
| British Council Core Skills | | <i>Assessment Stage</i> |
| Communicating and influencing (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. Managing projects (level 1) Follows project management disciplines Works with project management systems and procedures and has a track record of compliance with them as a project team member. Planning and organising (level 1) Is methodical | | <i>Shortlisting AND Interview</i> |

| <p>Able to plan own work over short timescales for routine or familiar tasks and processes.</p> <p>Managing Finance and Resources (level 1). Uses resources efficiently</p> <p>Uses resources efficiently in own role and complies with financial rules and procedures.</p> | |
|--|-------------------------|
| 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> | <p><i>Interview</i></p> |
| Prepared by: | Date: |
| Regional Exams Team | 02.07.2018 |