

## Job Description

Job Title	Exams Assistant		
Directorate or Region	Wider Europe	Department/Country	Kazakhstan
Location of post	Astana	Pay Band	J
Reports to	Exams Coordinator	Duration of job	Part-time job, one-year civil contract

### ***Purpose of job:***

- To provide and maintain timely and accurate administration support to examinations team that helps the British Council achieve its exams objectives
- To provide and maintain an appropriate working environment for staff and visitors which is safe, comfortable, attractive and conducive to efficiency and which makes a positive statement about Britain and the British Council to clients and customers.

### ***Context and environment:*** (e. g. dept description, region description, organogram)

The post is located in Astana, Kazakhstan and covers both Almaty and Astana offices. Exams Assistant is Grade J post within Examinations Unit, a post holder reports to Exams Coordinator, Kazakhstan.

Work days – Tuesday to Saturday from 12.00 to 17.30, ability to travel is mandatory.

### ***Accountabilities, responsibilities and main duties:*** (including people management and finance)

#### **IELTS Administration**

- Administer the IELTS examination in compliance with the set standards and Cambridge Code of Practice
- Perform as the Exam Supervisor during tests on- and offsite
- Monitor performance of exams venue staff, deliver refreshment trainings when necessary
- Monitor and maintain the registration and payment of candidates through ORS (Online Registration System)
- Deal with level 3 examinations enquires (emails, telephone and face-to-face) in accordance with the Customer Services standards – meeting and exceeding customer's expectations
- Work closely with partners to make sure the delivery of exams is done successfully
- Work closely with other British Council team members
- Process and release test results to candidates within 13 days of written session.
- Set up venues that are appropriate and meet board and QCA standards.
- Keep all exams materials in secure place before, during and after exam; destroy papers and CDs as appropriate
- Appropriate arrangements made for candidates with special needs in line with British Council Equality policy
- Represent the British Council exams department services during promotional activities, deliver presentations
- Occasional additional hours per day and working on weekends and on public holidays may be required depending on exams schedule

#### **Cambridge ESOL, Distance Learning and Professional Examinations Administration**

- Register candidates using appropriate software/internet based program
- Deal with general and examinations enquires (emails, telephone and face-to-face) in accordance with the Customer Services standards
- Keep the examinations timetable on G-drive up-to-date
- Administer examinations in compliance with the set standards, QCA standards and Cambridge Code of Practice
- Receive, check and store exam materials in the secure place well in advance of the exam date.
- Despatch completed/unused exam materials are by a reliable courier with trackable method to the relevant exam board within 2 working days of the examination. Maintain materials movement records.
- Customer Service standards are met
- Appropriate arrangements made for candidates with special needs in line with British Council Equality policy

#### **Personal and professional development**

- Agree personal and professional development plan with the line-manager as part of annual job plan
- Participate actively in trainings and use development programs offered by the British Council regionally and locally and by local L&D companies

#### **Key relationships:** (include internal and external)

- British Council staff and management
- Examination boards
- Examinations candidates

#### **Other important features or requirements of the job**

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

Complete confidentiality

Occasional unsocial hours

Occasional travel all over Kazakhstan, Kyrgyzstan, Tajikistan

Please specify any passport/visa and/or nationality requirement.

Kazakhstan Passport holder

Please indicate if any security or legal checks are required for this role.

Feedback form from previous job is required  
Clean data on debt history is required  
Clean police check record is required

#### **Person Specification**

	Essential	Desirable	Assessment stage
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<b>Behaviours</b>  <i>Please see The Behaviours Dictionary for behaviour definitions and levels</i>	<ul style="list-style-type: none"> <li>• Working Together - Establishing a genuinely common goal with others</li> <li>• Making It Happen - Delivering clear results for the British Council</li> <li>• Being Accountable - Delivering my best work in order to meet my commitments</li> <li>• Shaping the future - Looking for ways in which we can do things better</li> <li>• Creating a shared purpose - Communicating an engaging picture of how we can work together</li> <li>• Connecting with others - Actively appreciating the needs and concerns of myself and others</li> </ul>		<p>The position holder will be required to demonstrate <u>all six behaviours</u> on the job.</p> <p>These will be assessed during end of year performance evaluations.</p> <p>Behaviours to be assessed during the Interview.</p>
<b>Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Computer literacy Level: competent user</li> <li>• Language proficiency: Fluent written and spoken Russian, English - IELTS band 6 - 6.5 or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• Basic knowledge of exams administration procedures</li> <li>• Good knowledge of exams services (<a href="http://www.britishcouncil.kz">www.britishcouncil.kz</a>)</li> <li>• Good written and spoken Kazakh</li> </ul>	Short listing & Interview
<b>Experience</b>	At least 2 years of working with customers  Experience in conducting administration work		Short listing & Interview
<b>Qualifications</b>	University degree		Short listing

Submitted by	Exams Manager	Date	March 2017
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