

Role Title

Exams Invigilator

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exams	n/a	Nur-Sultan, Kazakhstan	One-year civil contract	Exams Manager

Role purpose

To ensure that any test administered by the British Council runs smoothly on the test day/s and that all assigned test day duties and standards are met.

About us

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.

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 (CIE) and Edexcel International, a range of professional and university qualifications such as ACCA (accounting).

As an Invigilator, you will be part of a wider team of exams venue staff expected to support the delivery of a variety of tests in various locations. You will be required to work very closely with British Council Examinations Services staff, other venue staff and venue service providers to ensure the test days run smoothly.

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 for customer service, 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 test venue at 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 manner.
- Follow 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 emergency procedures for the test day venue.
- Invigilate examinations to the standard required by the British Council Examinations Service and the relevant Exams Boards.
- Actively monitor candidates during tests to make sure that there is no violation of test conditions.
- Support the supervisor to ensure that candidates have a positive and consistent test day experience and a positive image of the British Council.
- Ensure all material is accounted for and handed over securely to the supervisor.
- Complete 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, Child Protection, Health & Safety, Equality Diversity and Inclusion, and Anti-Fraud.
- Report any incidents, emergencies or breaches of security to the appropriate test day supervisor.
- Work with the test day supervisor to promote and ensure the wellbeing of candidates at all time. 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.
- Ensure that candidates follow the agreed exam procedures regarding the location and security of their belongings.
- Conduct candidate entry, 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.
- Complete all mandatory training modules: Data Protection, Child Protection, Health & Safety, Equality, Diversity and Inclusion, Anti-Fraud, Identity Checks as required.

Other important features or requirements of the job:

- Some invigilators may be required to travel, including overnight stays. The majority will not have this requirement. During the recruitment process you will be asked to indicate your willingness to travel.
- You are required to be very vigilant when observing candidates; to watch and hear what is going on in the exams room.
- Although there may not be a prescribed uniform for your role, while carrying out your duties, you must always be dressed in line with the cultural expectations of the country you are working in and your position in accordance with your role as representing the British Council. However, it is recommended that you wear soft comfortable shoes. Noisy shoes and distracting jewellery are not permitted.

Key Relationships:

Internal:

- British Council Kazakhstan Exams Team
- Exams Venue Staff

External

- British Council Customers
- British Council Partners

Role Requirements:		
Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	The post holder must have the right to live and work in Kazakhstan.	Shortlisting
Direct contact or managing staff working with children?	Yes. In line with our Child Protection Policy, the post holder will be required to obtain a criminal check prior to the first day of service.	N/a
Notes	<p>You will be paid as per the terms and conditions of your contract.</p> <p>You may be required to work weekends (Saturdays and/ or Sundays), public holidays, extended hours in the early morning or late evening, as this is when many examinations take place.</p> <p>You must have the flexibility to work beyond the prior agreed work schedule.</p>	
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> English language level of CEFR B2 (Listening, Speaking, Reading, Writing skills) or equivalent (e.g. Cambridge English FCE, IELTS 6.5) Fluent written and spoken Russian 	<ul style="list-style-type: none"> Good written and spoken Kazakh 	National or international certification, or testing will be completed as part of the recruitment and selection process
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Higher secondary / high school level certificate or equivalent 	<ul style="list-style-type: none"> University Degree 	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Customer Service: experience of responding to children/ young adults and parents' needs (as customers) in a professional manner, to a high level of quality. 	<ul style="list-style-type: none"> Awareness of safeguarding and promoting the welfare of children. 	Shortlisting AND Interview

Role Specific Skills	Assessment Stage
<ul style="list-style-type: none"> ▪ Punctual and reliable. Schedules are fixed in advance and it is essential that invigilators arrive on time to ensure the exam starts on time. ▪ A good working knowledge of spoken and written English (minimum of B2), as well as the local language. Exam instructions are given in either English or the local language, as defined by the Exam Board. Venue staff may be required to use only English when communicating with both candidates and colleagues at exam venues. ▪ Good attention to detail. Procedures vary for different Exam Boards and types of exams, and these must be followed with precision for each type of exam. ▪ Customer service and people skills. Our exam candidates include a wide range of people from different backgrounds who may be nervous on the day of their exam and need to be dealt with politely, confidently, calmly and efficiently. It is essential that our venue staff have the ability to understand and respond effectively to customer needs and deliver high quality service. ▪ Basic computing skills. Electronic equipment and internet-based software is used to prepare and deliver examinations. It is essential that invigilators be familiar and comfortable using these tools and use the internet on a regular basis. 	Shortlisting AND Interview
British Council Core Skills	Assessment Stage
<ul style="list-style-type: none"> ▪ Using technology Level 1: Operates as a basic user of information systems, digital and office technology. Able to use office software and British Council systems to do the job and manage documents or processes. ▪ Planning and organising Level 1: Is methodical. Able to plan own work over short timescales for routine or familiar tasks and processes. ▪ 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. 	Shortlisting AND Interview
British Council Behaviours	Assessment Stage
<ul style="list-style-type: none"> ▪ Creating shared purpose (essential): Communicating an engaging picture of how we can work together. ▪ Working together (essential): Establishing a genuinely common goal with others ▪ Connecting with others (essential): Making regular opportunities to understand others better. ▪ Being accountable (essential): Delivering my best work in order to meet my commitments ▪ Making it happen (more demanding): Delivering clear results for the British Council. ▪ Shaping the future (essential): Looking for ways in which we can do things better 	<p>Interview</p> <p><i>The position holder will be required to demonstrate all six behaviours on the job.</i></p>
Prepared by:	Date:
The British Council	2020