

## Role Title

**Exams Operations Manager (Kazakhstan)**

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Delivery	G grade	Almaty, Kazakhstan	Indefinite contract	Director Teaching and Exams Wider Europe

## Role purpose

The purpose of this role is to ensure exams operations meet demand, whilst maintaining customer service quality, exams integrity and compliance standards in Kazakhstan. This role is ultimately responsible for efficient and effective capacity, cost management, test day delivery expected to guide and coach team members to meet operations and service delivery standards.

## 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.

## Main opportunities/challenges for this role:

- Setting up new operational ways of working to support the new Exams Operating Model, coaching and developing team members to delivery to a high standard and ensuring culture change is considered.
- Upholding compliance standards and efforts to standardise across product
- Implementing significant change, with regards to people, process and systems
- Upholding a customer service culture

## Main Accountabilities:

### Product Service Delivery

- Implements a range of standardised, operational procedures and systems within a given work plan to achieve specified, clearly measurable targets (revenue, volume, time and/or cost)
- Receives instructions and requests cluster leadership and plans and organises given resources accordingly (often at short notice) to ensure that work is carried out efficiently and effectively
- Adapts work plans where necessary to meet customer expectations.
- Drives continuous improvement at country level in the efficiency/cost effectiveness/quality of service delivery
- Uses a range of standardised systems and processes to plan and coordinate effective, timely and cost-effective logistical support to enable the delivery of high quality services to a range of customers (internal and/or external)

### **Customer service**

- Takes end-to-end accountability for researching and obtaining satisfactory and timely resolution of complex/escalated customer (internal or external) operational complaints and issues, coordinating input from other colleagues/departments/managers as required, to do so. Ensures the customer is kept informed throughout the process.

### **Relationship & stakeholder management**

- Develops good working relationships with appropriate colleagues to facilitate effective and efficient service delivery.
- As required, supports the Head of Operations in hosting/attending external events or meetings, ensuring these run efficiently and effectively and that a positive, professional image is projected.

### **Risk & compliance**

- Uses standardised processes to monitor team/unit compliance with agreed corporate risk management procedures relevant to service delivery (e.g. child protection, security policies, financial protocols, anti-fraud measures and Information Management) to protect the interests of the BC and its customers at all times.
- Highlights to senior managers any instances of non-compliance.
- Ensures team receive and maintain appropriate induction/training in all relevant risk management procedures.
- Uses standard corporate protocols to assess a range of risks in to service/product/programme delivery.
- Makes appropriate contingency plans to manage delivery safely and effectively in challenging or high-risk circumstances.

### **Analysis & reporting**

- Uses agreed financial procedures/templates, conducts monthly and year-end analysis and reporting on income and expenditure/ profitability and risk/pipeline/actual performance versus plan targets

### **Commercial & resource management**

- Directly plans and controls specific cost variables (rather than the total budget) to meet established targets, ensuring compliance with all relevant corporate financial systems and processes
- Actively seeks to maximise value for money when acquiring resources, goods or services for the country operations.
- Operates and runs regular reports on financial processes and procedures to enable effective budget and resource management.

### **Leadership & management**

- Motivates and encourages team performance.
- Plans and prioritises country's operational activities, and supports team development towards effective delivery of services
- Manages day to day performance of country operations team, dealing with sickness, discipline, motivation etc., to ensure high quality service delivery is maintained at all times
- Tasks and coordinates others (e.g. third-party suppliers, external partners and internal colleagues) to complete activities in accordance with agreed service delivery/ contractual/ project milestones or requirements (e.g. cost schedules, time deadlines etc).

## **Key Relationships:**

### **Internal**

- Country Director
- Deputy Director
- Director Teaching and Exams Wider Europe
- Regional Operations Manager Wider Europe
- Head of Business Development
- Customer Service Team
- Leadership Team
- Business Support Services

### **External**

- Exams candidates
- Customers (Universities, corporate clients etc.)
- Exams partners and agents

- Exams Boards
- Examiners
- Venue Staff
- Venues Administrators
- Receiving Organisations
- Technical support providers

## Role Requirements:

Threshold requirements:		Assessment stage
<b>Passport requirements/ Right to work in country</b>	The post holder must have the right to live and work in Kazakhstan.	Shortlisting
<b>Direct contact or managing staff working with children?</b>	Yes. In line with our Child Protection policy, the postholder will be required to obtain a police check within one week of securing this job.	Contracting
<b>Notes</b>	<p>This post currently has line management responsibility of leading a team encompassing Exams Coordinators, Examiners and a range of Invigilators.</p> <p>Occasional national and international travel and unsocial/evening hours working will be required.</p>	
Person Specification:		Assessment stage
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ University degree in any subject or relevant qualification</li> <li>▪ Relevant experience of overseeing provision of services</li> <li>▪ English (CEFR scale: B2 or above)</li> <li>▪ Fluent written and spoken Russian</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good written and spoken Kazakh</li> </ul>	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ Experience of planning and delivery in a fast-paced operational environment at a management level</li> <li>▪ Experience managing small teams</li> <li>▪ Experience of delivery change and ensuring that new ways of working are embedded</li> </ul>	<ul style="list-style-type: none"> <li>▪ Experience working in Exams environment</li> <li>▪ Experience of leading on delivery of computer-based exams</li> </ul>	Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> <li>▪ Minimum three years of relevant work experience</li> <li>▪ At least two years of working with customers</li> <li>▪ Expertise in the English and Exams sectors</li> <li>▪ Knowledge of activity budgets and financial reporting</li> </ul>		Shortlisting and Interview

<ul style="list-style-type: none"> <li>▪ Excellent written and oral communication skills</li> <li>▪ Experience of working with a diverse and dispersed team</li> </ul>	
British Council Core Skills	Assessment Stage
<p><b>Communicating and influencing (level 2). Relates communications to circumstances.</b> 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><b>Managing people (level 2).</b> Supervises a small team of people doing similar jobs to deliver short term tasks to agreed quality and time standards.</p> <p><b>Finance and resource management (level 2)</b> Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.</p> <p><b>Managing risk (level 1). Follows good practices</b> Demonstrates understanding of risk management policies and procedures and record of following them.</p> <p><b>Commercial and business development (level 1 OR 2)</b> <b>(Level 1) Reviews data</b> Applies a range of standard analytical techniques to support business development – e.g. pricing tools, revenue tracking, monitoring sales prospects, audience figures or profit margin. <b>OR (Level 2) Analyses trends</b> Researches markets and conducts cost/benefit analyses to identify new opportunities or recommend improvements to current initiatives</p>	Shortlisting and Interview
British Council Behaviours	Assessment Stage
<p><b>Connecting with others (Essential):</b> Making regular opportunities to understand others better.</p> <p><b>Working together (More demanding):</b> Creating the environment in which others who have different aims can work together.</p> <p><b>Making it happen (More demanding):</b> Challenging myself and others to deliver and measure better results.</p> <p><b>Shaping the future (Essential):</b> Changing the nature of what we do and the benefits we gain by thinking and planning with creativity.</p> <p><b>Creating shared purpose (essential):</b> Communicating an engaging picture of how we can work together.</p>	Interview
Prepared by:	Date:
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