

Job Title	Examinations Assistant		
Directorate or Region	Wider Europe	Department/Country	Kazakhstan
Location of post	Almaty	Pay Band	J
Reports to	Exams Coordinator	Duration of job	Indefinite

Purpose of job:

To provide excellent administrative and logistical support to the delivery of a range of examinations services across Kazakhstan, so as to meet the British Council's objectives and targets in Kazakhstan, and the expectations of our customers and clients.

Context and environment:

The British Council in Kazakhstan works to enhance cultural and educational exchange between the UK and Kazakhstan, in line with the aims of the 1994 *Agreement on Cooperation in the Fields of Education, Science and Culture* signed by the Governments of the two countries. As part of this ambition, the British Council delivers examinations services to a wide range of individual and institutional customers across Ukraine. This post is located in Almaty but covers both our Almaty and Astana offices. The Exams Assistant is part of a team of six people.

Accountabilities, responsibilities and main duties:

IELTS Administration

- Administer the IELTS examination in compliance with the set standards and the Cambridge Code of Practice.
- Act as the Examinations Supervisor during tests on- and offsite.
- Monitor and maintain the registration of candidates through ORS (the Online Registration System), and export their details into the programme EFLCOMMS/IWAS 10 days before the set exam date.
- Deal with general and examinations enquiries (emails, telephone and face-to-face) in accordance with Customer Service standards
- Compile timetables for the speaking part of the exam and send out to candidates at least five days before the test date.
- Process and release test results to candidates within 13 days of the written session.
- Set up venues that are appropriate and meet board standards.
- Keep all exams materials in a secure place before, during and after exam; destroy papers and CDs as appropriate
- Meet all Customer Service standards.
- Make appropriate arrangements for candidates with special needs in line with the British Council's EO&D policy.

Cambridge ESOL, Distance Learning and Professional Examinations Administration

- Register candidates using the appropriate software/internet based programme.
- Deal with general and examinations enquiries (emails, telephone and face-to-face) in accordance with Customer Services standards.
- Keep the examinations timetable on the G drive up-to-date.
- Administer examinations in compliance with the set standards and the Cambridge Code of Practice
- Receive, check and store exam materials in a secure place well in advance of the examination date.
- Despatch completed/unused examination materials by a reliable courier with trackable method to the relevant examination board within two working days of the examination. Maintain materials movement records.
- Meet all Customer Service standards.
- Make appropriate arrangements for candidates with special needs in line with the British Council's EO&D policy.

Financial Management

- Perform the OS01 role in SAP and, in particular, carry out the following activities:
 - Create and goods-receipt purchase orders;
 - Park cash journals daily using the appropriate WBS and GL code elements;
 - Create sales orders;
 - Create travel requests and travel claims.
- Receive payment from customers for examination fees, non-fee costs etc.

Personal and professional development

- Agree personal and professional development plans with the line-manager as part of annual job discussions.
- Participate actively in trainings and use the development programmes offered by the British Council regionally and locally.

Key relationships:

- British Council staff and management
- UK examination boards
- Examinations candidates

Other important features or requirements of the job*(e.g. travel, unsocial/evening hours, restrictions on employment etc)*

The standard working week for this post will be Tuesday to Saturday. Occasionally, the working week will be Monday to Friday. The post-holder will be informed of any changes to their standard working week on a monthly basis.

Some national and regional travel. Some evening and weekend working, in excess of the standard working week, remunerated with overtime payments or TOIL.

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

Must be able to work in Kazakhstan

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

Appropriate child protection assurance checks. Criminal record checks.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<p>Creating shared purpose: Communicating an engaging picture of how we can work together (essential)</p> <p>Connecting with others: Making regular opportunities to understand others better (essential)</p> <p>Working together: Establishing a genuinely common goal with others (essential)</p> <p>Being accountable: Delivering my best work in order to meet my commitments (essential)</p> <p>Making it happen: Delivering clear results for the British Council (essential)</p> <p>Shaping the future: Looking for ways in which we can do things better (essential)</p>		<p>The following behaviours will be tested at interview:</p> <p>Connecting with others</p> <p>Working together</p> <p>Being accountable</p> <p>Making it happen</p>

Skills and Knowledge	Communications (level 1) Computer skills (level 2) Financial planning and management (level 1)	Project and contract management (level 1)	Short-listing and interview
Experience	Experience of working with customers	Experience of working in educational services	Short-listing and interview
Qualifications	Relevant university degree or equivalent experience		Short listing and interview
Language proficiency	Fluent written and spoken English and Russian	Good written and spoken Kazakh	Short-listing and interview

Submitted by	Simon Williams	Date	March 2014
--------------	----------------	------	------------