

Role Title

Exams Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exams	PB2/J	Almaty, Kazakhstan	Fixed-term contract	Exams Coordinator

Role purpose

- 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

- The post is located in Almaty, Kazakhstan and covers both Almaty and Astana offices.
- Work days – Monday to Friday, ability to travel is mandatory.

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.

Geopolitical/SBU/Function overview:

Kazakhstan is a priority emerging economy for the UK and still eligible for ODA funding. However, it has been hit hard by the global economic downturn and this has prompted a re-think on the part of Kazakhstan's Government around how far and fast it can meet its ambition of becoming one of the world's top 30 most developed countries by 2050.

Kazakhstan is a big place with a young population: the average age is 30 and IMF and UNDP reports often refer to the country's 'youth bulge' as an important factor in development planning. It is the world's largest landlocked country although with its population of 17 million it is still relatively small compared to neighbouring 'giants' of China and Russia.

Kazakhstan has huge ambition and the resources to match. It is a mining giant and one of the world's top 10 oil and gas producers. It is investing heavily in human capital through its 5 key

institutional reforms supported by its '100 Concrete Steps' initiative to deliver a vision of transformation by 2050. And it is in this context – one of international ambition and transformative leadership – that Kazakhstan has just secured a seat on the UN Security Council and will host EXPO 2017 in Astana on 'Future Energy'. EXPO is a clear opportunity for the UK.

Since independence Kazakhstan has made significant gains in economic and social development, overtaking countries like Serbia and Ukraine on UNDP's Human Development Index. It is arguably the most successful of the former Soviet states but despite the size of its economy – bigger than all the other economies of the former Soviet states in Central Asia combined – the benefits of prosperity have been uneven and compounded by rising security concerns, generational tensions and inequalities between the centre and periphery.

Although security concerns are weighing more heavily now in Kazakhstan the country, with its Muslim majority population and successful model of multi-ethnicity and religious tolerance, is seen as a moderating and stable influence in an otherwise 'tough neighbourhood' where Islamist influence is rising. Kazakhstan is broadly on track to achieve its ambitious vision of development by 2050. However, this will be at risk without further diversification of its economy (away from extractives) and a more even spread of the benefits of prosperity. The government is therefore prioritizing the development of more knowledge intensive sectors of the economy, coupled with a gradual relaxing of state control and encouragement of more responsible and active citizenship. All this is being underpinned by comprehensive reforms around a new tri-lingual policy and support for STEM education, linking education with industry. There are opportunities here for the UK.

Main opportunities/challenges for this role:

- **Opportunities**

The post offers professional development and professional networking opportunities with a broad range of stakeholders.

- **Challenges**

In collaboration with the country Exams team function ensure the efficient and effective Exams delivery.

Main Accountabilities for this role:

Accountabilities, responsibilities and main duties:

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), export their details 15 days before the set exam date
- 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 Set up venues that are appropriate and meet board and QCA (Quality Compliance Assessment) standards
- Handle exams materials according to IELTS and QCA standards Process secure data in accordance with IELTS and QCA standards
- 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

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 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

Financial Management

- Perform the OS01 role in SAP and, in particular, the following activities:
 - Create and good receipt PO
 - Park income journals daily using the appropriate WBS and Cost elements
 - Create Sales Orders - Create Travel Requests and Travel Claims

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:

- *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

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Kazakhstan Passport holder	Shortlisting
Notes	In line with our Child Protection agenda, the post-holder may be required to obtain: <ul style="list-style-type: none">• Feedback form from previous job	Shortlisting

	<ul style="list-style-type: none"> • Clean data on debt history • Clean police check record 	
Person Specification:		Assessment stage
Language requirements		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ Fluent written and spoken Russian, English - IELTS band 6 - 6.5 or equivalent 	Good written and spoken Kazakh	Shortlisting, <i>interview</i>
Qualifications		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ University Degree 		Shortlisting
Role Specific Knowledge & Experience		
Essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> • At least 2 years of working with customers • Experience in conducting administration work • Computer literacy (Word, Excel, Outlook, Access, Power Point, Internet explorer). Level: competent user. 	<ul style="list-style-type: none"> • Good knowledge of exams section on www.britishcouncil.kz is required. • Basic knowledge of exams administration procedures, or the ability to require this knowledge within three months of starting the job 	Shortlisting and interview
British Council Core Skills		Assessment Stage
<ul style="list-style-type: none"> • Managing people (Supports others)-Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes-Level 1) • Planning and organising (Is methodical)-Able to plan own work over short timescales for routine or familiar tasks and processes-Level 1) • Managing finance and resources (Uses resources efficiently)-Uses resources efficiently in own role and complies with financial rules and procedures-Level 2) • Communicating and influencing (Relates communications to circumstances. 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. - Level 2) • Using technology (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-Level 1) • Managing risk (Follows good practices)-Demonstrates understanding of risk management policies and procedures and record of following them-Level 1) 		<i>Shortlisting and Interview</i>

British Council Behaviours	Assessment Stage
<ul style="list-style-type: none"> • Working Together - Establishing a genuinely common goal with others • Making It Happen - Delivering clear results for the British Council • Being Accountable - Delivering my best work in order to meet my commitments • Shaping the future - Looking for ways in which we can do things better • Creating a shared purpose - Communicating an engaging picture of how we can work together • Connecting with others - Actively appreciating the needs and concerns of myself and others 	<i>Interview</i> <i>Interview</i> <i>Interview</i> <i>Interview</i> <i>Interview</i> <i>Interview</i>
Prepared by:	Date:
Exams Manager	September, 2018