

## Job Description

Job Title	Examinations Services Assistant		
Directorate or Region	EU	Department/Country	Examinations Services / Hungary
Location of post	Budapest	Pay Band	J
Reports to	Examinations Services Manager	Duration of job	2 years (fixed term)

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

To achieve positive impact for the British Council and the UK by effectively supporting the delivery of examinations on behalf of UK exam boards to meet and exceed their expectations.

### ***Context and environment:***

British Council Hungary Examination Services is an important part of the operation in Hungary. The team delivers cca 8,000 exams per year throughout the country; the majority are tests of English language competency (Cambridge Assessment English qualifications, IELTS, Aptis), but we also deliver examinations for UK universities and professional awarding bodies. The Examinations Services Team in Hungary consists of five people supported by temporary administrators at peak times.

### ***Accountabilities, responsibilities and main duties:***

*(Duties may be amended as a result of changing organisational needs and priorities.)*

The post contributes to the smooth running of primarily Cambridge English exams to the satisfaction of all stakeholders and in line with corporate standards and coordinates action on meeting all areas of compliance of both the exam boards and the British Council through the Quality and Compliance Assessment (QCA) framework. The post also provides general administrative and financial support to the Examinations Services Officers and the Examinations Services Manager.

#### **1. Cambridge English (paper-based and computer-based exams)**

- Deal with Level 2 customer enquiries
- Handle paper-based exam materials, certificates, remarking requests, special arrangements and liaise with Cambridge Assessment English about any other exam-related matters according to the applicable regulations and deadlines
- Support the work of Cambridge English subcentres in Budapest and in the countryside
- Assist in allocating supervisors and invigilators to appropriate exams sessions on time and in providing training and support to venue staff
- Perform Supervisor duties on test days and monitor sessions as required
- Arrange examination venues and make arrangements for other exam-related events

#### **2. Compliance**

- Contribute to ensuring adherence to QCA standards in Hungary across the three main exam groups by coordinating work around QCA self-audits and external audits and by acting as Confidential Material Room (CMR) Manager
- Identify best practice and areas of improvement and implement QCA action plan according to defined schedule, following up on actions as required
- Contribute to the implementation of the British Council's Child Protection Policy with an emphasis on ensuring a culture of proactive child protection systems and safe practice

### 3. Administrative and financial support and general duties

- Provide general administrative support to the Examination Services department (for all exam groups as per operational requirements) in pre-test, test day and post-test procedures
- Provide financial support and perform SAP duties as per SAP specific role (e.g. prepare Purchase Orders and Sales Orders, goods receipting, invoicing and refund processes, etc.)
- Actively contribute to and support more efficient and effective ways of working
- Personal development – as per in-company Performance Management and Personal Development (PMPD) standards

#### **Key relationships:**

**External:** Examination candidates, Test Venue Staff, Exam Boards, Cambridge Assessment English subcentres in Hungary

**Internal:** Members of the Examinations Services Team and Customer Services

#### **Cover:**

Postholder to provide reasonable cover for other exams colleagues, due to sickness, annual leave, TOIL or other unforeseen circumstances.

#### **Standards:**

All relevant British Council policies, standards and regulations apply to this Role Profile. Particularly important are those relating to: Codes of Conduct, all Audits, but especially IELTS and QCA audit requirements, Corporate IT standards and policies relating to Child Protection and Equal Opportunity and Diversity.

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

- There is a weekly working rota of 5 days, normally Tuesday to Saturday with occasional exceptions (Monday-Friday) as per operational requirements
- Flexible daily working scheme (core hours 10am – 4pm)
- Staff may be required to work overtime at peak periods and at weekends
- Flexibility regarding working hours to meet deadlines or to meet customer/business needs may be necessary (early mornings and occasional travel within Hungary)
- Strict adherence to exam security and administrative requirements is an essential part of the job:
  - o A strong sense and understanding of secure processes and procedures
  - o An ability to work under pressure on test day and take appropriate decisions or measures as per the guidelines set by the examining bodies
  - o Confidence and assertiveness in order to successfully administer test sessions, manage invigilators and candidates in strict accordance with the exam regulations

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

Right to live and work in Hungary

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

Criminal record check

## Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<p><b>1) Creating Shared Purpose</b>  <b>Essential level:</b> Communicating an engaging picture of how we can work together.</p> <p><b>2) Connecting with others</b>  <b>Essential level:</b> Making regular opportunities to understand others better.</p> <p><b>3) Working together</b> Knowing that we will achieve more with other people than we can do separately, by sharing goals and resources to add more value, I work towards common goals. I collaborate with mutual respect, valuing others equally, and aiming to ensure we share success.  <b>Essential level:</b> Establishing a genuinely common goal with others.</p> <p><b>4) Being accountable:</b> I show accountability and commitment to the British Council and I demonstrate resilience and determination. I hold myself and others responsible for delivering goals in line with the shared purpose of the British Council. I give and accept constructive feedback to maximise high performance and manage under-performance.  <b>Essential level:</b> Delivering my best work in order to meet my commitments.</p> <p><b>5) Making it happen:</b> I deliver excellent results, achieve challenging goals and develop myself and others. I do this by setting clear and demanding objectives to deliver what is required. I stay focused on measurable outcomes, while building longer-term capability. I demonstrate standards of excellence and deliver value for money. I measure progress and adapt plans when necessary.  <b>Essential level:</b> Delivering clear results for the British Council.</p> <p><b>6) Shaping the future</b>  <b>Essential level:</b> Looking for ways in which we can do things better.</p>		<p>**</p> <p>**</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>**</p>

<b>Skills and Knowledge</b>	<p><b>Managing People Level 1:</b> <u>Supports others.</u></p> <p><b>Communicating &amp; Influencing Level 1:</b> <u>Communicates clearly and effectively.</u> Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</p> <p><b>Planning &amp; Organising Level 1:</b> <u>Is methodical.</u> Able to plan own work over short timescales for routine or familiar tasks and processes.</p> <p><b>Managing Finance &amp; Resources Level 1:</b> <u>Uses resources efficiently.</u></p> <p><b>Using Technology Level 1:</b> <u>Operates as a basic user of information systems, digital and office technology.</u> Able to use office software and British Council systems to do the job and manage documents or processes.</p> <p><b>Managing Risk Level 1:</b> <u>Follows good practices.</u></p> <p><b>Language skills:</b></p> <ul style="list-style-type: none"> <li>- Ability to operate in English (both written and spoken) at a level equivalent to CEF level C1 (IELTS 6.5 or higher)</li> <li>- Proficient Hungarian (written and spoken) equivalent to CEF level C2</li> </ul>	<p>Knowledge of exam processes.</p>	<p>**</p> <p>Shortlisting &amp; Interview</p> <p>Shortlisting &amp; Interview</p> <p>**</p> <p>Shortlisting &amp; Interview</p> <p>**</p> <p>Shortlisting &amp; Interview</p>
<b>Experience</b>		<p>Experience of events management and/or working with customers.</p>	<p>Shortlisting &amp; Interview</p>
<b>Qualifications</b>		<p>Completed university or college degree (or degree in process of completion).</p>	<p>Shortlisting</p>

\*\*Not assessed for recruitment purposes but used in Performance Management

<b>Submitted by</b>	Examinations Services Manager	<b>Date</b>	28.05.2018
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