BRITISH COUNCIL

Job Description

Job Title	Examinations Services Assistant (UK Qualifications)		
Directorate or Region	South Asia	Department/Country	Nepal
Location of post	Kathmandu	Pay Band	Grade J
Reports to	Examinations Services Officer (UK Quals)	Duration of job	Indefinite contract

Purpose of job:
To support the delivery of examinations and enable the Council to achieve its objectives by executing operations for Nepal exams as per prescribed guidelines and standards

Context and environment: (e.g. dept description, region description, organogram)

British Council services in Nepal:

The British Council has been working in Nepal since 1959, starting with a Library at Kantipath and now offering services in 5 cities in Nepal. The main activities are Examinations, Grant-funded (GPF) and FCR project management for development services. The GPF programme comprises teacher education (ETTE+), digital delivery of English learning programmes, school links (Connecting Classrooms), Learning Centre (for examination preparation, personal & professional development, English teaching & IELTS prep workshops) and Arts.

Examination services
Examination services
The Examinations Services business in Nepal has a reasonably diversified portfolio which includes a large number of UK qualifications including IELTS, GCE (CIE - A & AS Levels), professional qualifications (e.g. ACCA) and university exams. Demand for IELTS is high, and the successful delivery of the exam is closely linked to the British Council's reputation in Nepal.

South Asia Region: The SA region consists of 7 countries, India, Sri Lanka, Bangladesh, Nepal, Pakistan, Afghanistan and Iran, at least 4 of which are major examinations markets for the British Council. Challenging operating environments are a feature of the region so a strong technological platform is one of the ways that business can be effectively managed.

Accountabilities, responsibilities and main duties:
(including people management and finance)

Accountabilities, responsibilities, and main duties

- Security and integrity of examinations maintained as per British Council & exam board standards
- Act as a test day administrator and provide support to examinations administrations in order to meet customer needs and enable the Examinations Services team to meet its objectives.
- The timelines of operational tasks are met and delivered in line with the defined policies and

procedures.

- Successful delivery of test sessions as Test Day Administrator (TDA) to the standards and format outlined by the British Council and the board.
- Assisting clients with relevant online registration systems.
- Relevant pre and post tasks are carried out as specified and as per exam board and customer service standards.
- Assist the business development and marketing team in arranging logistics for promotional events
- Assist the marketing officer in implementing digital and/or social media strategy

Key relationships: (include internal and external)
Internal

Nepal Exams Operations Team

Exams Marketing and Business Development Team

Customer Service Team

Exams Freelance staff – invigilators and test day administrators

External

Exams Candidates

Exams Clients – agents, schools, colleges etc

Exams Boards

Exams Freelance staff – invigilators, clerical markers

Other important features or requirements of the job
(e.g. travel, unsocial/evening hours, restrictions on employment etc)
Post holders will be expected to work over the weekend and work during unsocial hours. This post will require frequent travel in Nepal.

Please specify any passport/visa and/or nationality requirement.	Valid permit to work in Nepal.
Please indicate if any security or legal checks are required for this role.	Security and reference checks according to British Council policy

Person Specification

	Essential	Desirable	Assessment stage

Behaviours	**Working together (essential)** Ensuring that others benefit as well as me. **Being Accountable (essential)** Putting the needs of the team or British Council ahead of my own. **Connecting with others (essential)** Find common ground and build relationships and connections to support British Council goals.		Interview
Skills and Knowledge	**Marketing & Customer Service (level 1)** Understanding customer needs Is able to gather required customer and market information. Applies knowledge of Data Protection and Freedom of Information standards Responding to customer needs Controls the interaction with the customer. Listens effectively and uses questioning skills to clarify customer needs Delivers excellent service at all points of contact		Short listing & Interview
	Communications Skills (level 2) Excellent written and spoken English (minimum CEF B2) **Computer Skills (Level 1)** **Using Outlook** **Level 1** Create, send, forward and reply to emails Send, open and save attachments Set up out-of-office assistant messages		Interview

	Able to recall email messages sent in error		
	Delete unwanted items		
	Set up/ respond to meeting requests using Calendar		
	Use and search the global address list including distribution lists and public folders		
	Recognise SPAM and phishing attempts (e.g. scams; chain letters)		
	Understands and complies with IT security standards		
	Using Word		
	Level 1		
	Identify, open, create and print Word files		
	Be aware of and use templates		
	Use basic character and paragraph formatting (e.g. bold, bullets etc.) and styles		
	Utilise spelling and grammar checking tools		
	Change margins and paper orientation		
	Insert images and symbols		
	Change document views and modify document options		
	Use and modify document properties		
	Save, copy, rename, search, move and delete files		
	Understands and complies with IT security standards		
	Using Excel		
	Level 1		
	Understand and apply basic concepts and terms used in Excel including the difference between cells containing data and formulae		
	Create, format, modify, sort, print		

	and delete simple spreadsheets		
	Format spreadsheets using text colour, shading, borders		
	Save, copy, rename, search, move and delete files		
	Understands and complies with IT security standards		

<u>Using PowerPoint</u>

Level 1

Load and run PowerPoint presentations

Create and format basic presentations using pre-defined slide layouts

Insert basic graphics (e.g. clipart)

Print slides and handouts in a variety of paper layouts suitable to the target audience

Use a data projector for presentations

Save, copy, rename, search, move and delete files

<u>Using Internet Explorer</u>
Level 1

Know the difference between internal (Intranet) and external (Internet) sites

Understand basic concepts and terms associated with using the Internet in line with general IT security standards

Use search engine tools to locate information of interest

Able to bookmark and print web pages

Experience			Short listing & Interview
	At least one year of work experience in exam operations, customer service or any service industry.		
Qualifications	First Degree in any discipline		Short listing

Submitted by	CEM Nepal	Date	July 2016

Resourcing team November 2010