

Role Profile

Job Title	Senior Exams Operations Manager		
Directorate or Region	South Asia	Department/Country	Nepal
Location of post	Kathmandu	Pay Band	F
Reports to	Country Exams Manager	Duration of job	Indefinite

Purpose of job:

To contribute to the success of Nepal Examinations delivery and service by ensuring that examinations planning and delivery meet current and future business needs, are fully compliant with global and exam board requirements and deliver a high level of service to both external and internal customers.

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)

- Responsible for and lead on operations for all exams test day registration, planning and delivery across Nepal in accordance to quality and compliance standards.
- Responsible for end to end delivery of exams on test day as per quality and set standards.
- Plan and co-ordinate on test day planning and exam delivery in Nepal.

- Achieve operational excellence and compliance in the delivery of Exams across Nepal by standardising all exam processes and complying with global standardised operating principles.
- Act as an effective leader and develop the skills and behaviours of the Nepal exams operations team.
- Line management of operations officers and the Examiner Team Leader.
- Ensuring HR procedures and standards are adhered and applied consistently.
- British Council performance procedures and standards are used to induct, manage and develop staff members.
- Develop and implement strategic staffing plans to meet current and future business needs.
- Lead, mentor and support a maximum of six direct reports, including Senior Operations Managers in the Geographies.
- Monitor the effectiveness of the Operations team and ensure compliance with all corporate standards (e.g. IELTS audits, Quality, control and Compliance, Equal Opportunity & Diversity, Data Protection and Child Protection as well as externally driven client requirements) and in line with agreed financial and non-financial targets.
- Act as a point of contact for Exam boards specifically to test day planning and exam delivery.
- Lead on projects for the future development of the Exams delivery platform, including both pen and paper and computer based models.
- Together with Head Business Development ensure that there are agreed processes implemented for agreeing exam dates / exam calendar and provisional entries.
- Ensure a smooth customer journey from registration to test day. Lead effective customer feedback management with the Nepal customer service team.

Project Management

- To lead on projects for operational process improvements and back office system implementation in-line with Global new operating model for Exams (GNOME) and Back Office systems projects.

Key relationships:

Internal

Country Exams Manager

Head Exams Business Development

Colleagues in similar exam operations management roles within the British Council

Exams Regional and Global Management team

GNOME process owners.

External

Exam Boards and Professional awarding bodies

Potential and secured strategic delivery partners

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

Travel around Nepal and occasional travel abroad for meetings.

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 - more demanding Being Accountable - more demanding Making it happen -more demanding Creating shared purpose - more demanding		Interview
Behaviours	Connecting with others - more demanding Shaping the future - more demanding		Required for role but not assessed in interview or application process

Skills and Knowledge	<p>Business management and development – Level 2</p> <p>Marketing and Customer Services Level 2</p> <p>Communications Skills – Level 2</p> <p>Excellent written and spoken English: CEF level C1</p> <p>Computer Skills – Level 2</p>		Short listing & Interview
Experience	<p>Proven experience of three years' operations management</p> <p>Experience of examinations procedures, processes and systems</p> <p>Project management experience</p> <p>Line management experience (direct and / or matrix)</p>	Three years' experience in exams operations management	Short listing & Interview
Qualifications	Graduate degree	Post graduate degree in management, operations, finance or similar	Short listing

Submitted by	CEM Nepal	Date	July 2016
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