

Job Title	Exams Assistant IELTS		
Directorate or Region	Americas	Department/Country	Exams Mexico
Location of post	Mexico	Pay Band	J
Reports to	IELTS Administrator	Duration of job	Permanent

Purpose of job: To support the day to day delivery of IELTS exams and services in line with quality standards and exam board requirements.

Context and environment:

The British Council aims to provide opportunities through access to quality UK qualifications. The Exams team at British Council Mexico delivers a significant volume of exams per year and looks to keep the operation growing year on year. Our portfolio of exams includes IELTS, Aptis, Cambridge English exams and Professional and University tests.

The IELTS exam team is led by an IELTS Administrator, who works directly with IELTS Exam Assistants, a CMR Coordinator, the Exams Operations Manager and the Country Exams Manager.

Accountabilities, responsibilities and main duties:

Accountabilities

Quality and compliant delivery of IELTS exam sessions, from the initial registration process to the processing of results and follow-up of enquires.

Main Duties and Responsibilities

Exams Delivery

To assist with the efficient delivery of IELTS exams from the processing of exam papers, arranging venues, setting up and supporting exam day to assisting in the logistics of exam interviews and processing results.

To assist and ensure efficient use of exam delivery programmes such as IELTS ORS, IELTS IAM and GNOME.

Customer and client care

To assist in delivering effective customer communication, mainly to exam candidates.

To handle customer enquiries and queries, dealing with initial complaints, within British Council global and local customer service standards.

Quality assurance and compliance

To ensure effective and compliant delivery of exams within exam board and British Council standards.

Key relationships:

Internal: IELTS Administrator, CRM Coordinator, extended exams team, venue staff, customer service, Exams Operations Manager, Country Exams Manager and members of other SBUs.

External: Organisation and individual customers, service providers such as suppliers, courier services, material destruction services and others.

Other important features or requirements of the job

The job may involve travelling to off-site venues to carry our risk assessment activities and to run exam sessions.

Please specify any passport/visa and/or nationality requirement.	Right to work in Mexico. The British Council is not able to support or sponsor work visa applications from non -Mexicans.
Please indicate if any security or legal checks are required for this role.	Police Checks

Person Specification:

	Essential	Desirable	Assessment stage
Behaviours	<p>Connecting with Others – Essential Making regular opportunities to understand others better</p> <p>Being Accountable – Most demanding Delivering my best work in order to meet my commitments</p> <p>Working Together – More demanding Establishing a genuinely common goal with others</p> <p>Making It Happen – Most demanding Delivering clear results for the British Council</p> <p>Creating Shared Purpose – More demanding Communicating an engaging picture of how we can work together</p> <p>Shaping the Future – Essential Looking for ways in which we can do things better</p>		Interview
Skills and Knowledge	<p>Planning and organising (Level 1) Plans own work over short time scales for routines or familiar task, and implements processes accurately and compliantly</p> <p>Using Technology (Level 1) Uses office software, exam board and British Council systems to do the job and manage documents and processes</p> <p>Managing risk (Level 1) Demonstrates understanding of risk management policies and procedures and record of following them</p> <p>Managing people (Level 1) Supports others with less experience and helps them perform tasks and use systems and processes</p>		Short listing and Interview

Experience	At least one year experience as venue staff in exam sessions, either in the role of exam supervisor or invigilator		Short listing and/or Interview
Qualifications	<p>Ability to operate in English (both written and spoken) at a business level. Non-native speakers should demonstrate a B1 level</p> <p>Ability to operate in Spanish (both written and spoken) at a C1 level</p>	Degree level – preferable in some kind of processes	Short listing & interview

Submitted by	Liliana Sánchez	Date	01.07.17
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