

Job Description
Ref no:

Job Title	Exams Compliance Lead, Americas		
Directorate or Region	English and Exams	Department/Country	Exams
Location of post	Bogota or Mexico City	Pay Band	7/F
Reports to	Global Exams Compliance Manager	Duration of job	2 years

Purpose of job:

To provide specialist professional advice and support to exams operations within the Americas in the achievement, monitoring and embedding of IELTS and Quality and Compliance Assurance (QCA) standards. The focus will be on understanding the broad range of QCA standards and how they apply to a range of Exams policies and procedures and supporting Operations in navigating a path through them to advise on appropriate solutions to target improvements and manage risk, and to provide continued support to ensure IELTS standards are consistently adhered to in all centres. To support centres on effective implementation of action points arising from IELTS audits.

Context and environment:
English & Exams Strategy overview

English and Exams is one of three Strategic Business Units within the British Council. By 2020, the British Council will be a world authority in high quality English language teaching, learning and assessment, as well as the international distributor of choice for UK high stakes professional and school exams.

Exams strategy

Our work in Exams contributes to the British Council's cultural relations strategy in three main areas. The nature of UK qualifications and assessments and the way that we administer them **enhances trust** between the UK and other countries. **Creates opportunity** - The UK qualifications and assessments we provide, because of their integrity and wide recognition, have the power to change people's lives, enabling them to access life, study or work opportunities overseas or in their own countries. **Drives change** - Qualifications and assessments are one of the most powerful drivers of improvements in teaching, learning and professional practice.

Global Compliance

The expansion of distribution exams global contracts and the increase in IELTS volumes supports our ambitious growth targets, and managing this operational growth to robust global standards is crucial to retaining existing and winning new business. There is a need for improved reporting of compliance and better understanding of risk. In line with best practice, the assessment of quality and compliance and the advisory and risk mitigation functions is separate from the delivery line.

As a part of a wider range of GNOME initiatives, the Exams compliance process includes regular globally led reviews of main Examination centres, to complement quarterly self-assessments. All QCA assessments are submitted and hosted in an Online environment, with centre managers producing action plans based on Assessors findings and recommendations. IELTS audit reporting will also move to an Online environment and has a similar strong requirement for detailed centre action plans addressing all identified risk areas.

The Global Compliance team is a new team led by the Head of Global Compliance. The team is composed of a number of Area Compliance leads who will advise on compliance to corporate and

awarding body standards for a given group of countries and monitor progress of QCA action plans within the same area, as well as carry out QCA reviews in other priority centres/countries. The Americas focussed Compliance Lead will also take responsibility for providing specific support to Operations in the embedding and compliant ongoing delivery of IELTS standards, including centre support through follow up with audit action plans. He/She will be a core member of the IELTS Global team, thus working to a matrix management model.

Accountabilities, responsibilities and main duties:

Main opportunities or challenges for the role:

1. This is a new role and will require dedicated time to build relationships and raise the awareness and credibility of the new function within the region;
2. Support the transition from Online QCA to additional Exams Quality and Compliance System (EQCS) functionality as it becomes available, and training and change management required across the region;
3. Provide ongoing advice/support to Exams teams to help increase and maintain high levels of compliance in IELTS, QCA and awarding body standards, and to mitigate/reduce risk.
4. Following training/shadowing, carry out comprehensive Quality and Compliance Assessment (QCA) reviews in clearly defined high priority areas, with clear, prioritised recommendations to support exams operations to 1) increase compliance and 2) mitigate any identified risks. Carry out IELTS audits in line with global scheduling through the IELTS Global team.

Accountabilities:

Consultancy, analysis & problem-solving

- Apply professional knowledge and expertise of the IELTS and QCA standards, recognised best practice approaches and exams operational experience to support a designated group of exams centres in the monitoring of exams standards, advising on how operations can improve performance against the standards and/or put in place steps to tackle more complex areas of non-compliance or to mitigate risk.
- Analyse reported data on EQCS outcomes of quality and compliance audits and assessments for the region and provide recommendations to the Head of Compliance and IELTS RMT on the risk prioritisation of countries for external assessment purposes.
- Contribute priorities and recommendations to resourcing co-ordinators to support the allocation and deployment of assessors to carry out annual QCA assessments and IELTS audits.
- Provide key stakeholders (i.e. Regional Exams Directors, IELTS RMT) with regular updates and/or tailored reports and findings on quality and compliance status, progress and issues of assigned countries.
- Carry out QCA assessments and IELTS audits in complex/high profile/high risk exam centres as allocated.

Internal customer focus

- Build an in-depth understanding of the specific operational context, opportunities and challenges facing the Americas to ensure that the advice and support provided is based on informed insight into the business and operating context.
- Seek internal customer and other stakeholder feedback to monitor satisfaction with the standard of advice and support provided, and make recommendations to the Head of Compliance and IELTS RMT on areas of improvement.

Service improvement

- Identify opportunities for improvements within the established quality and compliance processes and procedures and make recommendations to the Head of Global Compliance and IELTS RMT.
- Contribute to the maintenance and improvement of Global Compliance standards, procedures and processes to ensure that they are aligned with changing Exam Board standards and best practice.
- Support the communication and roll out of changes to QCA and IELTS standards, processes and procedures across the designated exam centres.
- Ensure that exams centres in region are kept up to date with any changes to exams standards, processes or procedures as instructed by the Head of Global Compliance and IELTS RMT.

Relationship & stakeholder management

- Develop a good working relationship with key stakeholders in the region and in the relevant functional discipline to know who to engage with to enable effective implementation of changes or actions.

Leadership & management

- Plan and prioritise own work activities to ensure effective delivery of diverse responsibilities and internal customer deliverables over the reporting year.
- In collaboration with other Area Compliance Leads and IELTS RMT, induct/mentor/support a team of freelance QCA Assessors and IELTS Auditors as required

Key relationships:

Head of Global Compliance

IELTS Audit team, Global IELTS Operations Manager and IELTS RMT

Regional Exams Director

Country Exams Managers

Other Compliance Area leads

Other important features or requirements of the job

Travel within regions will be a significant part of this role, and there will be occasional travel outside of region.

Occasional weekend working will be needed, for example when travelling or carrying out reviews/audits.

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

The post holder needs a pre-existing work permit to work in host country (either Mexico or Colombia).

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

Background checks as per British Council policy and host country.

Person Specification: This section sets out the selection criteria used for short listing. These criteria are classed as either essential or desirable. Essential criteria are always used in assessment.

	Essential	Desirable	Assessment stage
Behaviours	<p>Creating shared purpose (More demanding) Creating energy and clarity so that people want to work purposefully together.</p> <p>Connecting with others (More demanding) Actively appreciating the needs and concerns of myself and others</p> <p>Shaping the future (More demanding) Exploring ways in which we can add more value.</p> <p>Working together (More demanding) Ensuring that others benefit as well as me.</p>		Short listing and interview
Skills and Knowledge	<p>Communicating & influencing (Level 3) Is creative and adaptable in communications English language proficiency CEFR level C1 Spanish and/or Portuguese CEFR level B2</p>		Short listing and/or Interview
Experience	<ul style="list-style-type: none"> • Significant experience in an Exams Administration or similar role • Experience of conducting Quality and Compliance audits and/or quality reviews (inc. self-reviews) for example in an exams or customer focussed environment; • Knowledge of the breadth and range of examination distribution products and services delivered. 	<ul style="list-style-type: none"> • IELTS auditing experience, either internally or in contractor capacity 	Short listing and/or Interview
Qualifications	N/A		

Submitted by	Richard Ings, Global Exams Compliance Manager	Date	31 December 2016
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