

Job Description

Job Title	Exams Coordinator APTIS		
Directorate or Region	Americas	Department/Country	Mexico
Location of post	Mexico	Pay Band	H
Reports to	CEM/EOM	Duration of job	Fixed two year contract

Purpose of Job:

To be responsible for the effective delivery of Mexico British Council's proprietary exams in line with exams quality standards and internal exam requirements.

Context and Environment:

The British Council aims to provide opportunities through access to quality UK qualifications.

Our financially self-supporting exams business in Mexico currently delivers over 25000 exams per year with a turnover of £1500 K. Excellent customer and client service and effective and secure exams delivery is essential to continued growth of the business.

Main Duties and Responsibilities:

In line with overarching Corporate policy of the British Council (including EOD):

Managing exams processes: To manage registrations, sessions, venues, receipt and dispatch and security of exam materials for APTIS exams and others. Manage and implement Aptis specific technical requirements and corporate technical standards.

Financial control: To ensure that information about income is recorded accurately for income reconciliations to be completed on time and meet audit standards

Marketing and customer service: To ensure that detailed information about examinations and sessions is made available to customer service, marketing and sales colleagues for them to help customers make purchase decisions. Ensure that customer feedback is collected in line with corporate standards. Perform Relationship Management with stakeholders for quality customer service follow up. Liaise with global British Council product development and marketing teams to fully understand to understand brand guidelines.

Quality assurance: To ensure exam British Council standards (including EO&D) are met. To recruit, organise training for, supervise and timetable exams venue staff. To recruit, organise training supervise and timetable oral examinations. .

Other administrative work To ensure that business transformation actions happen in line with the needs of the business

Key Relationships:

Internal: Country Exams Manager, Exams Marcomms Coordinator, Customer Services team, Regional Aptis Launch Manager, Regional Business Development Manager, local finance team, Mexico exams team (including examiners, invigilators and teaching staff)

External: Stakeholders and Corporate Customers, English Department Coordinators, individual customers

Special Requirements:

Some unsocial hours, weekend work and travel may be required.

Please specify any passport and/or nationality requirement	Right to work in Mexico
Please indicate if CRB checks are required	Yes

Person Specification

Behaviours and Skills	Essential	Assessment stage
Behaviours	<p>Creating shared purpose (essential) <i>Communicating an engaging picture of how we can work together</i></p> <p>Working together (essential) <i>Establishing a genuinely common goal with others</i></p> <p>Being accountable (essential) <i>Delivering my best work in order to meet my commitments</i></p> <p>Shaping the future (more demanding) <i>Exploring ways in which we can add more value</i></p> <p>Connecting with others (essential) <i>Making regular opportunities to understand others better</i></p> <p>Making it happen (more demanding) <i>Challenging myself and others to deliver and measure better results</i></p>	Interview
Skills and Knowledge	<p>Financial planning and management (Level 1) <i>Receipts process, payment process, monitoring and reporting</i></p> <p>Customer service (Level 2) Understanding customers needs; responding to customers' needs</p> <p>IT Skills Strong MS Office package management skills Strong level of IT literacy Experience working with online sales systems (desirable) Experience working with online examination delivery (desirable)</p> <p>Knowledge of UK qualifications (desirable)</p>	Short listing & Interview

Experience	<p>Proven experience of handling exam delivery processes</p> <p>Event planning and management skills</p> <p>Knowledge of Internet based B2B processes</p>	Short listing & Interview
Qualifications	<p>Ability to operate in Spanish at a good working level (equivalent to CEF level B2).</p> <p>Ability to operate in English (both written and spoken) at a business level (equivalent to CEF level B1 or IELTS 5.0 or higher).</p> <p>University degree in related area (desirable).</p>	Short listing

Submitted by	Liliana Sánchez	Date	22.09.16
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