

Job Description

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

Purpose of Job

To support the delivery of exams products 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.

Our financially self-supporting exams business in Mexico currently delivers over 35000 exams per year with a turnover of £2 Million. Excellent customer and client service and effective and secure exams delivery is essential to continued growth of the business.

Main Duties and Responsibilities

Exams Delivery

To assist with the efficient delivery of ESOL, IELTS and Aptis exams

To assist and ensure efficient use of exams delivery programmes such as REX, Connect Plus, IELTS ORS, IELTS IAM, Aptis Secure Client.

To assist in the setting up of technical tools for customers to deliver exams efficiently

To help ensure the security of exam materials

Customer and client care

To handle enquiries from organisations and individual customers up to global Customer Service standards

Quality assurance

To help ensure exam board and British Council standards (including EO&D) are met

Key Relationships

Internal: Exams Coordinator, EOM, CEM, Exams team, venue staff, Teaching Centre Manager, Senior Teachers, Customer Service Team

External: School directors, teachers from supplier schools, parents and individual customers

Please specify any passport 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.

Person Specification

Competencies	Essential	Assessment stage
Behaviours	<p><i>Creating shared purpose (essential)</i> <i>Communicating an engaging picture of how we can work together</i></p> <p><i>Connecting with others (essential)</i> <i>Making regular opportunities to understand others better</i></p> <p><i>Working together (more demanding)</i> <i>Establishing a genuinely common goal with others</i></p> <p><i>Being accountable (essential)</i> <i>Delivering my best work in order to meet my commitments</i></p> <p><i>Making it happen (essential)</i> <i>Delivering clear results for the British Council</i></p> <p><i>Shaping the future (essential)</i> <i>Looking for ways in which we can do things better</i></p>	Interview
Skills and Knowledge	<p>Marketing and customer services (Level 1)</p> <ul style="list-style-type: none"> • Understanding potential markets/customers • Understanding customer needs • Responding to customer needs <p>Financial planning and management (1)</p> <ul style="list-style-type: none"> • Monitoring and reporting • Receipts process • Payment process <p>Computer skills (3)</p> <ul style="list-style-type: none"> • Use of Windows suite (Level 3) 	Short listing & Interview
Experience	<ul style="list-style-type: none"> • At least one year experience working in customer service related areas and exams. 	Short listing & Interview
Qualifications	<ul style="list-style-type: none"> • B2 English • C2 Spanish • Degree level 	Short listing & Interview, EXAM
<p>The British Council is committed to a policy of equal opportunity and the development of positive policies to promote equal opportunity in employment.</p>		
Submitted by	Liliana Sánchez	Date
		22.09.16