

Role Title

Insert job title: **Examinations Assistant**

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Optional	J Grade	Amsterdam	12 months	Exams Operations Manager

Role purpose

To provide high quality operational and administrative support for the delivery of British examinations in the Netherlands to internal and external customers in order to meet customer needs and enable the British Council to meet its country specific and corporate objectives. To ensure that all duties and activities are carried out in accordance with corporate standards and all areas of compliance of both the UK awarding bodies and British Council among others: Child Protection, Equality, Diversity and Inclusion and Data Protection

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create friendly knowledge and understanding between the people of the UK and other countries. We do this by making a positive contribution to the UK and the countries we work with – changing lives by creating opportunities, building connections and engendering trust. We work with over 100 countries across the world in the fields of arts and culture, English language, education and civil society. Each year we reach over 20 million people face-to-face and more than 500 million people online, via broadcasts and publications. Founded in 1934, we are a UK charity governed by Royal Charter and a UK public body.

Main opportunities/challenges for this role:

- Managing internal and external administrative duties
- To ensure accuracy and compliance at all times
- Working as part of the examinations team

Main Accountabilities:

The role will involve among others:

- Operational support associated with exams planning and pre and post-delivery activities such as:
 - support in the registration procedures,
 - assisting in timetabling of exams,
 - maintaining up-to-date databases of venues and venue staff,
 - support in managing venue staff,
 - assisting in secure management of examination documentation.
- Customer Service duties such as:
 - responding to customer enquiries,
 - collecting feedback.
 - Managing internal and external relationships
- General financial tasks such as:
 - creation of purchase orders,
 - invoice receipting.

Providing cover for other administration duties if required

Flexible working arrangements at peak exam times (May/June and November/December) and potentially some supervision work in exceptional circumstances when required.

Some local travel and work on weekends may be required.

Key Relationships:

- Examinations team
- Other staff members in the office

Role Requirements:

Threshold requirements:

Passport requirements/ Right to work in country

Candidates must have a pre-existing right to work in EU.

Assessment stage

Shortlisting

Direct contact or managing staff working with children?

Yes

N/a

Person Specification:

Assessment stage

Language requirements (DELETE IF NOT APPROPRIATE)

<i>Essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Ability to operate in English and Dutch (both written and spoken) at a business level (equivalent to CEF level C1 for both or IELTS 6.5 or higher for English).		Shortlisting
▪		

Qualifications

	Desirable	Assessment Stage
▪ General level of Education		Shortlisting
Role Specific Skills		
Track record in customer services Ability to work to deadlines Good communication Skills	Desirable	Shortlisting and Interview
British Council Core Skills		Assessment Stage
Communicating & Influencing (level 1) Communicates clearly and effectively <i>Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</i>		Shortlisting and Interview
Planning & Organising (level 2) Plans ahead <i>Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.</i>		
Managing Finance & Resources (level 1) Uses resources efficiently <i>Uses resources efficiently in own role and complies with financial rules and procedures.</i>		
Using technology (level 1) Operates as a basic user of IT systems, digital and office technology <i>Able to use office software and British Council systems to do the job and manage documents or processes.</i> <i>Skill (level X). level descriptor</i>		
British Council Behaviours		Assessment Stage
Creating Shared Purpose <u>Level: essential</u> Communicating an engaging picture of how we can work together.		Interview
Connecting with Others <u>Level: essential</u> Making regular opportunities to understand others better.		
Working Together <u>Level: essential</u> Establishing a genuinely common goal with others.		
Being Accountable <u>Level: essential</u> Delivering my best work in order to meet my commitments.		

<p>Making it Happen <u>Level: essential</u> Delivering clear results for the British Council.</p> <p>Shaping the Future <u>Level: essential</u> Exploring ways in which we can add more value <i>Behaviour (Level X):</i> <i>Level Descriptor</i></p>	<p><i>Interview</i></p>
Prepared by:	Date:
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