

## Job Description

Job Title	Examinations Co-ordinator		
Directorate or Region	EU Europe	Department/Country	Exams Services/Netherlands
Location of post	Amsterdam	Pay Band	Local H Grade
Reports to	Examinations Operations Manager	Duration of job	One year contract.

### ***Purpose of job:***

To ensure high quality delivery of British examinations in the Netherlands to internal and external customers to meet customer needs and position us as the first choice for exams delivery in the Netherlands. Through efficient and effective administration to enable the British Council to meet its country specific and corporate objectives and continue business growth.

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.

### ***Context and environment:*** (e.g. dept description, region description, organogram)

British Council Netherlands is one of the top ten Exams businesses in the EU region delivering exams through a network of examination centres across the country. It delivers a variety of examinations on behalf of awarding bodies in the UK - from English Language to a diverse range of university & professional exams.

The post is based in Amsterdam and will report to the Exams Operations Manager in the Netherlands. The post holder will be working as a member of the Exams Services Netherlands team which is part of a wider Benelux Exams Services team. The Exams team in Amsterdam currently consists of 8 team members.

### ***Accountabilities, responsibilities and main duties:*** (including people management and finance)

The role will involve:

- Operational duties associated with exams planning and pre and post delivery activities such as:
  - managing and monitoring the registration and entries process by using appropriate receipting, registration and exam entry systems,
  - efficient administration and delivery of paper based (PB) and computer based (CB) examinations,
  - managing exam venues (booking, arranging, branding),
  - managing special requests,
  - timetabling exams and allocating venue staff,
  - managing venue staff (e.g. recruitment, ensuring that all required documentation is prepared by required deadlines, planning and delivering required training, monitoring of performance),
  - ensuring secure management of examination documentation,
  - communication with exam boards regarding exam delivery.

- Customer Service duties such as:
  - responding to customer enquiries,
  - managing relations with providers and other contacts,
  - systematically collecting feedback from customers through a variety of means and analysing and evaluating their experience to continuously improve customer service,
- General financial tasks such as:
  - creation of purchase orders,
  - invoice receipting.
- Providing cover for other administration duties if required.

**Key relationships:** *(include internal and external)*

Key external relationships will include:

- representatives of preparation centres (existing & potential partners),
- representatives of the Netherlands Examination Network (local secretaries and other staff),
- venue staff and speaking examiners,
- representatives of UK awarding bodies.

Internal stakeholders will include:

- Country Examinations Manager Benelux,
- Exams Operations Manager,
- Examinations colleague in the region,
- Examinations Services staff,
- Examination Centre management & staff in the Netherlands (including IELTS centre).

**Other important features or requirements of the job**

*(e.g. travel, unsocial/evening hours, restrictions on employment etc)*

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.

Please specify any passport/visa and/or nationality requirement.	Applicants must have the right to work in the Netherlands
Please indicate if any security or legal checks are required for this role.	Local police check (Verklaring omtrent Gedrag) required

## Person Specification

	Essential	Desirable	Assessment stage
<b>Behaviours</b>	<p><b>Creating Shared Purpose</b>  <u>Level: essential</u>            Communicating an engaging picture of how we can work together.</p> <p><b>Connecting with Others</b>  <u>Level: essential</u>            Making regular opportunities to understand others better.</p> <p><b>Working Together</b>  <u>Level: essential</u>            Ensuring that others benefit as well as me.</p> <p><b>Being Accountable</b>  <u>Level: more demanding</u>            Putting the needs of the team or British Council ahead of my own</p> <p><b>Making it Happen</b>  <u>Level: more demanding</u>            Challenging myself and others to deliver and measure better results</p> <p><b>Shaping the Future</b>  <u>Level: essential</u>            Exploring ways in which we can add more value</p>		<p>Not assessed during recruitment</p> <p>Not assessed during recruitment</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Not assessed during recruitment</p>
<b>Skills and Knowledge</b>	<p><b>Communicating &amp; Influencing (level 2)</b>            Relates communications to circumstances  <i>Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.</i></p> <p><b>Planning &amp; Organising (level 2)</b>            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></p>		<p>Shortlisting &amp; Interview</p> <p>Shortlisting &amp; Interview</p>

	<p><b>Analysing Data &amp; Problems (level 2)</b>          Uses data  <i>Reviews available data and identifies cause and effect, and then chooses the best solution from a range of known alternatives.</i></p> <p><b>Managing Finance &amp; Resources (level 1)</b>          Uses resources efficiently  <i>Uses resources efficiently in own role and complies with financial rules and procedures.</i></p> <p><b>Using technology (level 1)</b>          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></p>	<p><b>Knowledge of products</b> in British Council Netherlands exams portfolio.</p> <p><b>Managing Accounts and Partnerships (level 2)</b>          Works with stakeholders and partners  <i>Communicates regularly with diverse stakeholders, customers and/or partners to build mutual understanding and trust.</i></p>	<p>Shortlisting &amp; Interview</p> <p>Shortlisting</p> <p>Shortlisting</p>
<b>Experience</b>	Track record in customer services	Knowledge of the Netherlands educational market (in the context of examinations).	Shortlisting
<b>Qualifications</b>	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).	Has undertaken training in Relationship building (or related fields).	Shortlisting & Interview

Submitted by	Jody Hoekstra	Date	20 <sup>th</sup> March 2019
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**Authorisation**

Line manager's name	Jody Hoekstra		
Post title	Exams Operations Manager	Department/country	Exams Services / Netherlands
Signature		Date	
Post holder's name			
Post title		Department/country	
Signature		Date	