

Role	Invigilator
Purpose of job	
To ensure that any test administered by the British Council runs smoothly on the test day/s and that all assigned test day duties and standards are met.	
Context and environment	
<p>The British Council provides access to English Language and other UK qualifications through its Examinations Services. The UK qualifications and assessments that we provide have the power to change people's lives, enabling them to access life, study or work opportunities overseas or in their own countries. Qualifications and examinations are one of the most powerful drivers of improvements in teaching, learning and professional practice.</p>	
<p>The British Council Examinations Services administers a wide range of UK exams on behalf of UK based Exam Boards and awarding bodies. These include English proficiency exams such as Cambridge English, Aptis, and university qualifications such as ACCA (accounting).</p>	
<p>In the Netherlands we run exams in Amsterdam, Arnhem, Eindhoven, Groningen, The Hague, Leeuwarden, Maastricht, Rotterdam, Utrecht, Vlissingen and Zwolle.</p>	
<p>You will be part of a wider team of exams venue staff expected to support the delivery of a variety of tests in various locations. You will be required to work very closely with British Council Examinations Services staff, other venue staff and venue service providers to ensure the test days run smoothly.</p>	
Accountabilities and responsibilities	
<p>You will be accountable for maintaining the integrity and reputation of the British Council and the various examination boards by ensuring that tests are delivered to prescribed standards for customer service, security and administration. You will also be accountable for promoting a positive image of the British Council by providing a high standard of customer care on the test day.</p>	
<p>Responsibilities:</p> <ul style="list-style-type: none"> • Report promptly to test venue at agreed time. In case of any delays or if unable to get to the test venue, inform the appropriate test day or British Council Examinations Services staff in a timely manner. • Follow all relevant standards & procedures, based on training and reference materials provided by the British Council Examinations Services and the relevant Exam Boards. • Enable good customer flow by giving candidates clear direction and answering their enquiries. • Ensure that candidates follow the agreed exam procedures regarding the location and security of their belongings. • Conduct candidate entry, exit, identity checks and Test Day Photography procedures according to exam requirements. • Ensure special arrangements are provided as required. • Be familiar with the emergency procedures for the test day venue. • Invigilate examinations to the standard required by the British Council Examinations Service and the relevant Exams Boards. • Actively monitor candidates during tests to make sure that there is no violation of test conditions. • Support the supervisor to ensure that candidates have a positive and consistent test day experience and a positive image of the British Council. • Ensure all material is accounted for and handed over securely to the supervisor. 	

- Complete and maintain accurate records of exam assignments. Complete all reports, logs and claims accurately as required by British Council Examinations Services.
- Follow all relevant guidelines and policies in the areas of: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, and Anti-Fraud.
- Report any incidents, emergencies or breaches of security to the appropriate test day supervisor.
- Work with the test day supervisor to promote and ensure the wellbeing of candidates at all time. In case of emergencies, follow correct procedures.
- Additional duties in line with the role may be required.

Training and development:

- Attend all briefing and training sessions as requested by the British Council Examinations Services Centre.
- Complete all mandatory training modules as required by the British Council Netherlands, such as the Child Protection training.

Skills

Punctual and reliable. Schedules are fixed in advance and it is essential that invigilators arrive on time to ensure the exam starts on time.

A good working knowledge of spoken and written English (minimum of C1), knowledge of Dutch is preferred but not mandatory. Exam instructions are given in either English or the local language, as defined by the Exam Board. Venue staff may be required to use only English when communicating with both candidates and colleagues at exam venues.

To demonstrate level of spoken and written English, invigilators will be asked to provide a certificate of a recognised English Language test as part of the application process.

Good attention to detail. Procedures vary for different Exam Boards and types of exams, and these must be followed with precision for each type of exam.

Customer service and people skills. Our exam candidates include a wide range of people from different backgrounds who may be nervous on the day of their exam and need to be dealt with politely, confidently, calmly and efficiently. It is essential that our venue staff have the ability to understand and respond effectively to customer needs and deliver high quality service.

Basic computing skills. Electronic equipment and internet-based software is used to prepare and deliver computer-based examinations. It is essential that invigilators be familiar and comfortable using these tools and use the internet on a regular basis.

Education. Higher secondary / high school level certificate or equivalent.

Other important features or requirements of the job

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

- You will be paid on an hourly paid basis.
- You may be required to work weekends (Saturdays), public holidays, extended hours in the early morning or late evening. You must have the flexibility to work beyond the prior agreed work schedule.
- Some invigilators may be required to travel, including overnight stays.
- You will be required to supervise candidates through vigilant observation. The role requires long hours of standing and movement.
- You must be able to legally work in the country of appointment.
- British Council pre-recruitment checks will be required for shortlisted candidates, including background checks & police verification.
- Although there may not be a prescribed uniform for your role, while carrying out your duties, you must always be dressed in line with the cultural expectations of the country you are working in and your position in accordance with your role as representing the British Council. However, it is recommended that you wear soft comfortable shoes. Noisy shoes and distracting jewellery are not permitted.