

Job Description

Job Title	Examination Services Officer Erbil		
Directorate or Region	MENA	Department/Country	Iraq
Location of post	Erbil	Pay Band	Grade H
Reports to	Examinations Business Development Manager	Duration of job	Indefinite

Purpose of job:

To support the British Council Examination Services operation in order to meet country strategic objectives and achieve maximum impact with our target audiences in Iraq and in the Middle East and North Africa (MENA) region.

Context and environment:

As the United Kingdom's international organisation for cultural relations and educational opportunities, the British Council creates opportunities for the people of the UK as well as of Iraq, in order to build trust and understanding, and maintain mutually beneficial relationships.

The British Council is working to support the rebuilding and revitalisation of the education system and to meet the demand for English and Skills to aid employability of young Iraqis. There is a large demand from target audiences for our services, linkages and programmes. This presents significant opportunities for the British Council to share UK expertise in Education, English and Society to create learning opportunities, strengthen institutions and create better understanding and trust between Iraq and the UK. However, doing this in a difficult security environment requires creativity, tenacity, passion and determination.

Iraq Exams expect to administer 5,274 exams in 2015-16 from our offices in two cities. The core activity is IELTS exams delivery from Baghdad and Erbil with plans to deliver using partners venues from April 2015 (Sulemaniyah).

The post is based in Iraq Examinations, which forms a part of MED North (Bahrain, Iraq and Saudi Arabia) regional business within the MENA region. The Iraq exams team consists of 4 staff members with a network of exams colleagues in MED North region. Iraq Exams will deliver more than 5,000 exams in the year ahead. The portfolio of examinations is expanding to include IELTS, Aptis, Educational and Professional exams.

Accountabilities, responsibilities and main duties:

- Promote UK examinations
- Administer exams in accordance with Corporate guidelines and Examining body regulations
- Carry out a full range of pre- and post-test duties as well as test day delivery for all exams products demonstrating high levels of professionalism, accuracy & integrity at all times
- Proactive collaboration with all staff to ensure information about Examinations Services is understood and available
- Recruit/train suitably-qualified venue staff and assist with venue staff performance appraisal/feedback

- Provide flexible support to the Examinations team as and when required
- As part of a team ensure exam venues and logistics comply with with Exam Board regulations/EQS & EQCA standards and are in line with local requirements
- Deal with specialised enquiries about examinations when required
- Facilitate and contribute to a range of financial services from customer service to a suite of back office processes
- Keep updated professionally in order to provide a service that is in line with current legislation and best practice with at least one formal training course each year in accordance with PMPD guidelines and regular ongoing development via British Council L&D portfolio

Key relationships:

Examination candidates, Examination boards, Internal staff, Regional and UK Exam managers, Partner organisations (Universities/institutes/schools), Approved Suppliers, Venue staff (Examiners & invigilators)

Other important features or requirements of the job:

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

The post involves frequent weekend work, frequent off-site work, occasional very early mornings/late evenings and occasional travel for trainings and meetings. Where applicable, this will be compensated with overtime or TOIL in accordance with current policy documents.

Strict adherence to exam security and administration requirements is an essential part of the job.

Please specify any passport/visa and/or nationality requirement.	Ability to work in Iraq and travel within Iraq.
Please indicate if any security or legal checks are required for this role.	Successful applicant will be required to undergo FCO security clearance check; and Iraqi Security Forces check in Baghdad for permission to enter and exit the International Zone.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<p>Connecting with others (more demanding) <i>Actively appreciating the needs and concerns of myself and others</i></p> <p>Being accountable (essential) <i>Delivering my best work in order to meet my commitments</i></p> <p>Making it happen (essential) <i>Delivering clear results for the British Council</i></p>		<p>Interview</p> <p>Interview</p> <p>Interview</p>
	<p>Shaping the future (essential) <i>Looking for ways in which we can do things better</i></p> <p>Working together (essential) <i>Establishing a genuinely common goal with others</i></p> <p>Creating Shared purpose (essential) <i>Communicating an engaging picture of how we can work together</i></p>		<p>Required for the role but not assessed at application stage</p> <p>Required for the role but not assessed at application stage</p> <p>Required for the role but not assessed at application stage</p>
Core Skills	<p>Fluency in written and spoken English (Level B1)</p> <p>Fluency in written and spoken Arabic and/or Kurdish</p> <p>Using technology Level 2 – Advanced User</p> <p>Communicating and Influencing Level 2 – 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</p>		<p>Short listing and Language test</p> <p>Shortlisting</p> <p>Shortlisting</p> <p>Shortlisting and interview</p>

	<p>Planning and Organising Level 2 – Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people</p> <p>Managing Finance and Resources Level 2 – Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team</p> <p>Managing Risk Level 1 – Demonstrates understanding of risk management policies and procedures and record of following them</p>	<p>Good general knowledge of British Education/ Examinations</p> <p>Managing People Level 2 – Provides support to less experienced members of the team and is aware of individual differences. Helps colleagues perform tasks and use systems and processes</p> <p>Analysing Data and Problems Level 1 – Breaks down problems into a list of tasks to be done and decides on appropriate action</p>	<p>Shortlisting and interview</p> <p>Shortlisting and interview</p> <p>Shortlisting and interview</p>
Experience	Minimum of 1 year of full time work experience in an Educational / Customer service field.	Experience in the promotion and administration of UK qualifications	Short listing and/or Interview
Qualifications		University Graduate or Diploma in any field	Short listing

Submitted by	Jim O'Neill	Date	February 2015
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