

Role Title

IELTS Invigilator

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Freelance Contract	Hourly paid	Erbil, Baghdad and Sulaymaniyah	One Year	Test Day Supervisor

Role purpose

To manage IELTS test day delivery to ensure that it is in line with global, regional, and local IELTS administration standards and regulations this includes but not limited (pre-test, during the Test, post-test) producers.

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.

The British Council believes that all children have potential and that every child matters everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989.

Geopolitical/SBU/Function overview:

Iraq remains one of the most fragile states in the world facing multiple crises linked to civil war legacies, a failing economy and weak state institutions that do not deliver for the country's 40m citizens. Iraq's fragility is compounded by the fact that it has one of the world's fastest growing and youngest populations in the world.

Dissatisfaction with public services and concerns about jobs, corruption and the presence of armed militia groups has caused widespread public grievance over the past two years and led to mass political protests. In addition, the country has been hard hit by Covid-19 and the falling price of oil. But despite the scale of the challenges facing Iraq there are opportunities for UK education and culture.

A new technocratic government is now in place with reformist instincts. It is looking to international partners for help with reconstruction, stabilization, and the development of a new non-oil economy. This is reflected in its new economic white paper and its 2030 national education strategy which emphasizes recovery, human capital development and digital.

Young Iraqis, who make up 60% of the population, are showing signs that they are

becoming more hopeful and are open to international support. They are particularly interested in education and skills that lead to meaningful employment as a response to high youth unemployment (36%+) and low women's participation in the labor force.

Assuming that Iraq continues to transition from humanitarian crisis to development and that there is no Daesh resurgence, the UK has an opportunity to provide targeted and conflict-sensitive support to Iraq's young people, helping them to develop the skills they need to become more resilient, civically engaged and economically productive.

The British Council's trusted brand of cultural relations, where how we work is as important as what we do, is a unique asset for the UK in Iraq through our work in support of strong and inclusive communities using Arts and Culture, Education and English. As part of this, our work in exams creates international opportunities and builds trust and value for the UK because it:

- Gives people access to life changing opportunities through UK qualifications.
- Supports the promotion of the UK as a study destination.
- Provides a sustainable base for our other cultural relations activities.

Main opportunities/challenges for this role:

- Contribute to exams delivery in Iraq.
- Ensure full adherence and implementation of exams quality compliance and audit standards in line with British Council and awarding bodies standards and regulations.
- Work with a diverse wide group of venue staff members.
- Building a high-performing team in line with our new values, our safeguarding obligations and our commitments to Equality, Diversity and Inclusion.

Main Accountabilities:

You will be accountable for maintaining the integrity and reputation of the British Council and the Awarding Bodies 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.

Exam Delivery

- To conduct IELTS test in accordance with the British Council and awarding body standards and regulations
- Following up test (pre, during, post) procedures and standards.
- To have a key role in upholding the integrity and security of the test all of the time.
- To assist Test Day Supervisor to ensure the smooth delivery and validity of the test
- To assist Test Day Supervisor to manage IELTS test day personnel and examiners on test day to make sure their performance is in line with global standards
- Assisting with setting-up examination venues by laying out stationery, equipment, and test papers in accordance with strict procedures
- Assisting candidates prior to the start of examinations by directing them to their seats and advising them about possessions permitted in examination venues
- Invigilating during examinations, dealing with queries raised by candidates, and dealing with examination irregularities in accordance with strict procedures
- Ensure that candidates behave appropriately during their time in the examination hall
- Report promptly to Test Day Supervisor where necessary and needed.

Customer support

- Maintain British Council Examinations Services standards of customer care on the test day.
- Ensure special arrangements are provided as required.

Managing self & others

- Working with other venue staff to make things happen successfully.
- Actively monitor candidates during tests to make sure that there is no violation of test conditions.
- Abide by British Council behaviors and core values.

Training and development:

- Attend all briefing and training sessions as requested by the British Council Examinations Services.
- Complete all mandatory training modules including but not limited: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, Anti-Fraud, Identity Checks as required.

Other important features or requirements of the job:

- You are required to be very vigilant when observing candidates; to watch and hear what is going on in the exams room.
- 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 jewelry are not permitted.
- This job may involve working with children under 18
- Invigilators are required to confirm their availability in advance of main exam periods
- Invigilators must confirm the confidentiality and security requirements surrounding the invigilation process are known, understood, and will always be followed

Key Relationships:

Internal including but not limited:

- Test Day Personnel
- Exams team

External including but not limited:

- Candidates
- Test centers and other partners
- Other external stakeholders where applicable

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	<i>Must be able to legally work in the country of appointment.</i>	Shortlisting
Direct contact or managing staff working with	<i>Yes. Appropriate police check is required</i>	

children?		
Notes	<i>You will be paid on an hourly paid basis You may be required to work weekends (Saturdays and /or Sundays), public holidays, extended hours in the early morning or late evening, as this is when many examinations take place. You must have the flexibility to work beyond the prior agreed work schedule</i>	
Language requirements (DELETE IF NOT APPROPRIATE)		
Minimum / essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ Good command of written and spoken English. ▪ Good command of written and spoken Arabic 	Kurdish	Shortlisting
Qualifications		
Minimum / essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ Diploma or equivalent 	Any educational degree	Shortlisting
Role Specific Knowledge & Experience		
Minimum / essential	Desirable	Assessment Stage
<ul style="list-style-type: none"> ▪ Minimum 1 year of work experience 	Awareness of safeguarding and promoting the welfare of children.	Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> ▪ Accountable and vigilant ▪ Be confident and a reassuring presence to candidates in exam rooms ▪ Work well as part of a team ▪ Experience of responding to children/young adults and parents' needs (as customers) in a professional manner and to a high level of quality. 		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
<p>Using technology level 1: <i>Operates as a basic user of information systems, digital and office technology. Able to use British Council systems and software, and the internet, to do the job and manage documents or processes.</i></p> <p>Communications level 1: <i>Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</i></p>		Shortlisting AND Interview

<p>Planning and organizing level 1: <i>Able to plan own work over short timescales for routine or familiar tasks and processes. Has a good attention to detail. Is punctual and reliable.</i></p>	
<p>British Council Behaviours</p>	<p>Assessment Stage</p>
<ul style="list-style-type: none"> ▪ Being accountable (Essential): <i>Giving constructive feedback to others in a way they can understand and accept.</i> ▪ Working together (Essential): <i>Works well with others, is approachable and flexible.</i> 	<p><i>Interview</i></p>
<p>Prepared by:</p>	<p>Date:</p>
<p>Nadine Hina</p>	<p>01 July 2021</p>