Role Profile

Exams Invigilator

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| Role information | |  | |  |
| Role type:  *Freelance Service Delivery* | **Pay band: *N/A*** | | **Duration: *12 months*** | |
| Choose an item. | Choose an item. | |  | |
| Role purpose | | | | |
| 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. | | | | |
| Role context | | | | |
| As an Invigilator, you will be part of a wider team of exams venue staff expected to support the delivery of a variety of tests. 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. | | | | |
| Main accountabilities | | | | |
| 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.  Programme/service support   * Be available for booking and going to test venues in the regions Monday through Friday. * 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 received training and reference materials provided by the British Council Examinations Services and the relevant Exam Boards. * 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. * Carry suitcases with exam materials (1-10 kg) * Additional duties in line with the role may be required.   Customer support   * 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   Training and development:   * Attend all briefing and training sessions as requested by the British Council Examinations Services Centre. * Complete all mandatory training modules: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, Anti-Fraud, Identity Checks as required.   Other important features or requirements of the job:   * Some invigilators may be required to travel, including overnight stays. The majority will not have this requirement. During the recruitment process you will be asked to indicate your willingness to travel. * 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 jewellery are not permitted. | | | | |
| Condition of employment | | | | |
| Threshold requirements: Availability Monday through Friday | | | | Shortlisting |
| Passport requirements/ Right to work in country: Must be able to legally work in the country of appointment. | | | |  |
| Direct contact or managing staff working with children? IF YES.  Appropriate police check | | | |  |
| Notes: You will be paid as per the terms and conditions of your contract.  You will be required to occasionally work on 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  DBS checks or local equivalent required | | | |  |
| Language Requirements | | | | **Assessment stage** |
| * English proficiency at CEFR B1   *(National or international certification, or testing will be completed as part of the recruitment and selection process)* | | | | Shortlisting |
| Additional job requirements | | | |  |
| e.*g. regular domestic/international travel* | | | |  |
| Person specification | | | | |
| Qualifications | | | |  |
| Minimum/essential | | **Desirable** | | **Assessment stage** |
| *High School diploma* | | *University Degree* | | Shortlisting |
| Role specific knowledge and experience | | | |  |
| Minimum/essential | | **Desirable** | | **Assessment stage** |
| Customer Service: experience of responding to children/ young adults and parents' needs (as customers) in a professional manner, to a high level of quality. | | Awareness of safeguarding and promoting the welfare of children. | | Shortlisting AND/OR interview |
| Role specific skills | | | | **Assessment stage** |
| *As above* | | | | Shortlisting AND /OR interview |
| British Council core skills | | | | **Assessment stage** |
| Using technology level 1: 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.  Planning and organising level 1: Is methodical. 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.  Communications in Uzbek and English level 1: Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing. | | | | Shortlisting AND /OR interview |
| British Council values and behaviours | | | | **Assessment stage** |
| Being accountable (Essential):  Giving constructive feedback to others in a way they can understand and accept.  Working together (Essential):  Works well with others, is approachable and flexible. | | | | Shortlisting AND /OR interview |
| For Recruiter / Hiring Manager use only | | | |  |
| Background Checks  Initial and continuing employment with the British Council is subject to an annual background check. The job undertaken defines the nature of check(s) and assessment applied, please identify the one screening category considered relevant for this job: | | | | Offer |
| * Senior Manager (PB9/SMP and all head of function/business area, Director or Country Director jobs at PB7/8). | | | | Yes/No |
| * Finance (directly managing expenditure or revenue of or more than £1 million e.g. payroll, procurement, accountancy/controller). | | | | Yes/No |
| * Regulated for child safeguarding (The job is considered regulated if the role holder has frequent (minimum of once a week) or intensive (more than 4 days in one month) occurs in a place giving access to children (e.g. School) or is the line manager of others undertaking regulated activity) | | | | Yes/No |
| * Standard Screening (If none of the above categories apply then the role is subject to standard screening) | | | | Yes/No |
| Role Profile completed by | | | | **Date** |
| Name: Andrey Maksakov | | | | 01/08/2022 |