

Role Profile

Exams Invigilator

Role information

Role type	Pay band	Duration
Business Delivery	Choose an item.	NPW

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

Our work in exams creates international opportunities and builds trust and value for the UK. We also

- Give people access to life changing opportunities through UK qualifications.
- Support the promotion of the UK as a study destination.
- Provide a sustainable base for other cultural relations activities.

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.

We conduct over 130,000 exams across Egypt in more than 14 cities. The majority of these exams are Cambridge International, Pearson or Oxford AQA School Exams, delivering higher than average impact on the Egyptian education system. The British Council strategy for school and higher education students is to increase their academic success and employability chances by improving the students' English and work skills. This will include the usage of IELTS as the internationally recognised premium indicator of English language proficiency. There is already success for Aptis, the British Council's English language test, in the recognition of universities and employers who use the test as a benchmarking, recruitment, or graduation test.

The British Council is committed to a policy of equal opportunity and is keen to reflect the diversity of UK society at every level within the organisation. We welcome applications from all sections of the community. In line with the British Council's Child Protection policy, any appointment is contingent on thorough checks. In the UK, and in other countries where appropriate systems exist, these include criminal records checks.

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 customer service, security and administration standards. 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

- 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.
- 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.

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.

Child Protection, Safe Collection and Safe Guarding

Follow strict protocols with regards to maintaining all required measures, procedures and reporting for everyone's safety

Condition of employment

Proof of Identity requirements/right to work in country

Candidates are expected to have researched whether they have the right to live and work in the country in which the role is based. Given that our offices have different legal status depending on the work we do in those countries, we recommend that you contact HR in country for additional information on the likelihood of securing a visa. Only at its discretion will the British Council provide support so please check first whether visa support is offered.

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**)

Shortlisting

Language Requirements

Assessment stage

English language level of **CEFR B2 (Listening, Speaking, Reading, Writing skills) or equivalent (eg Cambridge English PET, IELTS 5)**

Shortlisting

Additional job requirements

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

DBS checks or local equivalent required

National or international certification, or testing will be completed as part of the recruitment and selection process

Person specification

Qualifications		
Minimum/essential	Desirable	Assessment stage
Bachelor Degree or equivalent		Shortlisting
Role specific knowledge and experience		
Minimum/essential	Desirable	Assessment stage
<ul style="list-style-type: none"> Written and spoken English and Arabic at the Level of B2 <p>Customer Service: experience of responding to children/ young adults and parents' needs (as customers) in a professional manner, to a high level of quality.</p>	Awareness of safeguarding and promoting the welfare of children.	Shortlisting AND/OR interview
Role specific skills		Assessment stage
<p>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.</p> <p>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.</p> <p>Communications in Arabic 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.</p>		Shortlisting AND /OR interview
British Council core competencies		Assessment stage
<p>Being accountable (Essential):</p> <p>Giving constructive feedback to others in a way they can understand and accept.</p> <p>Working together (Essential):</p> <p>Works well with others, is approachable and flexible.</p>		Shortlisting AND /OR interview
British Council values and behaviours		Assessment stage
<p>British council values and behaviours are applicable across our organisation, in all roles and at all levels. They are important because they say what we stand for at the British Council and help us to deliver</p>		Shortlisting AND /OR interview

our strategy. We use them to guide our decision making, as well as guiding how we treat one another and the people we work with. These will be assessed in the selection process. Our values are:

Open and Committed; Expert and Inclusive; Optimistic and Bold.

The behaviours for each values pair can be found on our [Intranet SharePoint site](#) for internal staff and at our Careers portal for external applicants.

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

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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: Rana Swidan

20.12.2022