

Role Title

IELTS Written Assistant Supervisor

Role Information

Department	Pay Band	Location	Duration	Reports to:
Exams	N/A	Guiyang	Part time	Test Day Personnel Team

Role purpose

To help IELTS Supervisor manage the test day delivery of IELTS test to ensure that it is in line with national and global IELTS Administration Standards.

About us

The British Council is the UK's international organisation for cultural relations and educational opportunities. We create international opportunities for the people of the UK and other countries and build trust between them worldwide

We work in more than 100 countries and our 8,000 staff – including 2,000 teachers – work with thousands of professionals and policy makers and millions of young people every year by teaching English, sharing the arts and delivering education and society programmes.

In China the British Council operates across five offices: Beijing, Shanghai, Guangzhou, Chongqing and Wuhan. We employ over 750 staff across the country.

The British Council operates under three legal entities in China. 1) We operate as the Cultural and Education Section of the British Embassy in Beijing and Cultural and Education Section of the British Consulate-General in Shanghai, Guangzhou, Chongqing and Wuhan. 2) Our Exams work across China operates as a Wholly Foreign Owned Enterprise - BC Education Consulting (Beijing) Company Ltd (BC 教育咨询 (北京) 有限公司)/ BC Education Consulting (Beijing) Co. Ltd Chongqing Branch (BC 教育咨询 (北京) 有限公司重庆分公司)/ BC Education Consulting (Beijing) Co. Ltd Guangzhou Branch (BC 教育咨询 (北京) 有限公司广州分公司)/ BC Education Consulting (Beijing) Co. Ltd Shanghai Shenyu Education Technology Branch (BC 教育咨询 (北京) 有限公司上海申宇教育科技有限公司). 3) We also operate as the Ying He Advertising (Beijing) Company Limited (英合广告 (北京) 有限公司). This position will be employed by BC Education Consulting (Beijing) Co. Ltd Chongqing Branch (BC 教育咨询 (北京) 有限公司重庆分公司)

Main Accountabilities:

- Administrative support to supervisor
- Data Management

- Safeguarding IELTS security
- Performance Management
- Provide customer service to IELTS candidates
- To maintain the reputation and integrity of IELTS and the British Council at all times.
- To ensure all duties are delivered in line with the British Council's policy on Child Protection and Equality, Diversity and Inclusion, and these is taken into account when planning and delivering activity
- Manage information created and received in compliance with the British Council's information management standards, policies, the UK data protection principles and local legislation.
- To participate in required British Council training and apply relevant principles in carrying out duties; this includes Child Protection, and Health and Safety.

Key Relationships:

Internal:

- Test Day Personnel Manager and Test Day Personnel Officer
- Southwest China Exams team
- Test Day Personnel

External:

- Candidates and potential candidates
- Test centres and other Partners
- Other external stakeholders where applicable

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Right to work in China	
Direct contact or managing staff working with children?	Yes	N/a
Notes	DBS checks or local equivalent required <ul style="list-style-type: none"> • The post holder is normally expected to work on Thursday, Saturday and Sunday • This job may involve travelling in Southwest China cities such as Chongqing, Chengdu, Kunming and Guiyang. • This job may involve working with children under 18. 	

	<ul style="list-style-type: none"> The post holder cannot be involved in IELTS teaching in any form, including but not limited to: <ul style="list-style-type: none"> To individuals In a company or companies In an institution or institutions Over the Internet 	
Person Specification:		Assessment stage
Language requirements (DELETE IF NOT APPROPRIATE)		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> English IELTS 6.0 or equivalent Chinese Native-speaker 		Interview and shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
	Bachelor's degree or equivalent	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Computer skills: Level 1 Customer service Time management skills 	Experience of working with people from different cultures	Interview and shortlisting
British Council Core Skills		Assessment Stage
<p>Managing People (Level 1) - Supports others 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>Communicating and Influencing (Level 2) - Relates communications to circumstances 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>Managing Risk (Level 2) – Supports a risk management culture Has track record of identifying and highlighting risks and suggesting mitigating actions.</p>		Interview and shortlisting
British Council Behaviours		Assessment Stage

<p>Behaviours assessed during interview stage of recruitment process</p> <ol style="list-style-type: none"> 1. Making It Happen (essential) 2. Being Accountable (more demanding) 3. Working together (essential) 4. Connecting with others (essential) <p>Behaviours assessed during shortlisting of recruitment process</p> <ol style="list-style-type: none"> 5. Creating shared purpose (essential) 6. Shaping the future (essential) 	<p>The position holder will be required to demonstrate all six behaviours, on the job.</p>
<p>Prepared by:</p>	<p>Date:</p>
<p>IELTS Test Day Personnel Officer</p>	<p>September 2020</p>