

Role Title

Examinations Services Assistant

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Administration	J	Seoul, Korea	1 year (re-newable)	Examinations Services Officer

Role purpose

- To provide the sufficient administration support for IELTS operation
- To provide efficient administrative support to exams marketing activities.
- To provide sufficient administration support for the finance

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.

Geopolitical/SBU/Function overview:

British Council Korea provides people in Korea with examinations administration services for IELTS, APTIS and other exams. Our main role is to position the British Council as leading exams services provider in Korea so as to make more Koreans have opportunity to open doors for future with our services and products. IELTS is one of our key products with various opportunities around. Currently, we deliver more than 15,000 IELTS annually and our focus is to grow our business by utilising the opportunities around in Korea. We recently developed a new test called APTIS, so our efforts also need to be focused on its positioning in Korea exams market as well.

Main opportunities/challenges for this role:

- *Maximize the effectiveness of the exam administration*
- *Develop the system and procedures to fulfill the business demands*
- *Provide the customised service to the candidates*

Main Accountabilities:

A. Customer Services (35%)

- First contact point for the postponement and refunds and communicate with the customers and internal stakeholders if required
- Dealing with the medical cases and verifying the medical documents provided by the candidates and report to ESO2 for the final decision
- Provide the documents and record update for the finance process in corporation with ESO3
- To deliver customer enquiries and ensure customers are getting accurate information by mail, email, other online format, fax or telephone within 2 days.
- Manage the general enquiries such as the exam mailbox and phone
- Handling the enquiries regarding Road to IELTS(online IELTS preparation materials) and coordinate the feedback service between the staffs and the partner

B. Finance administration (30%)

- Prepare and provide examinations services financial records regarding DBT
- Check and update the record for exam income daily basis and issue the receipts and provide it to relevant exam staff
- Work with the partners for the reconciliation and provide the necessary follow up

C. Test Report Form Re-issuance (35%)

Provide sufficient service for IELTS candidates regarding Test Report Forms

- Manage the online application system for the extra test report forms
- Communicate with the candidates and internal stakeholders for the follow up
- Be responsible to manage the stock for Test Report Form paper
- Update the stock management and customer needs to ESM regular basis
- Make the necessary arrangement for candidates in various cases such as missing TRF by post office and TRFs reserved at the centre.
- Generate extra TRFs-electronic as well on request by customers and arrange related follow-up activities on daily basis
- Update the changes of STED RO data on TRF micro site monthly basis
- Promote TRF verification site to receiving organisations and liaise with London for updates

Key Relationships:

Key internal relationships are with

- Country Examinations Manager
- Examinations Team
- Marketing communications, CS and Web team
- Education & Project team and so on

Key external relationships with

- External Venue facilitate officer
- Manpower staff
- IAM and IWAS team in UK

Role Requirements:

Threshold requirements:

Assessment

		stage
Passport requirements/ Right to work in country	You must have the right to live and work in the country in which the role is based. For applicants not currently living and working in this country.	Shortlisting
Direct contact or managing staff working with children?	Yes	N/a
Notes		
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"> IELTS band 6 or equivalent level Excellent written and oral communication skills in Korean 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> University graduate 	Professional degree or certificate in Business administration	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> Competent IT skills Working experience in the customer service area 		Shortlisting
Role Specific Skills (if any)		Assessment Stage
<ul style="list-style-type: none"> Strong Administration skills 		Shortlisting AND Interview
British Council Core Skills		Assessment Stage
<p>Managing Project – Level 1: Follows project management disciplines. Works with project management systems and procedures, and has a track record of compliance with them as a project team member.</p> <p>Planning and Organising – Level 1: Is methodical. Able to plan own work over short timescales for routine or familiar tasks and processes</p> <p>Managing Finance and Resources – Level 1: Uses resources efficiently. Uses resources efficiently in own role and complies with financial rules and procedures.</p> <p>Using Technology – Level 1: Operates as a basic user of information systems, digital and office technology. Able to use office software and British Council systems to do the job and manage documents or processes.</p>		Shortlisting AND Interview
British Council Behaviours		Assessment Stage

<p><u>Making it happen</u> Establishing a genuinely common goal with others (Essential)</p> <p><u>Working together</u> Establishing a genuinely common goal with others (Essential)</p> <p><u>Being accountable</u> Delivering my best work in order to meet my commitments (Essential)</p>	<p><i>Interview</i></p>
<p>Prepared by:</p>	<p>Date:</p>
<p>Examinations Services Manager</p>	<p>6 March 2017</p>