

## Role Title

**Test Day Delivery Coordinator - Uganda**

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Business Delivery	Pay band 4	Kampala; Uganda	Indefinite	Country Operations Manager

## Role purpose

The purpose of this role is to ensure effective and efficient delivery of Exams. To manage Venue Supervisor engagement, relationship and performance. To co-ordinate and manage any risk or issue resolution, including co-ordination of customer communication directly or through customer services. To be point of contact for Venues/Venue Supervisors on the day. This role will be required to work test days which will involve weekend work as part of the contracted hours.

## 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:

The British Council was established in Uganda in 1952, was closed in 1972 and re-opened in 1984. The population of Uganda is around 34 million, 70% of whom are under the age of 24 – Uganda has the world's largest percentage of people under the age of 30. We have good relations with Government, ARTS and cultural organisations, academia, and increasingly corporate organisations. We continue to build on these partnerships to expand our reach and impact. We deliver significant programmes throughout the year with various partners in the ARTS, Education and Society and Governance. We occupy a major place in the English language assessment market in Uganda as well as working with other examination boards; we are exploring opportunities for expanding this work even further.

The English and Examinations Strategic Business Unit (E&E) is one of three strategic business units in the British Council (the others being Arts and Education & Society) all of which have the remit to build trust for the people of the UK by building relationships through aspects of our language and culture. E&E achieves this by enabling people across the world to access the life-changing education and work opportunities that are created by learning English or gaining valuable UK qualifications. Promoting the English language also provides a medium for communication, helping break down barriers of misunderstanding or mistrust between cultures. The British Council's 2020 vision for English & Examinations is to be the world authority in high quality English language teaching, learning and assessment, as well as the International distributor of choice for UK professional and school qualifications.

The Examinations business makes a significant contribution to British Council financial sustainability, and as such,

it is essential that the business evolves in order to maintain its position in a fast-changing operating context. There is a need to standardise and automate activities across the globe to deliver efficiencies, and there is also a requirement to develop new digital products and services to meet changing customer demands and competitive pressures. In a cost and resource-constrained environment, balancing the on-going requirements and allocation of funds will be critical, as will the integration and planning of the implementation of the different changes across a global network of 110+ countries charged with the on-going delivery of impact and income whilst changing key elements of the supporting operational platform.

### **Main opportunities/challenges for this role:**

- There is a new Global Operating Model for Exams being implemented across the business and this role will be key to ensuring delivery of our exams operations at test centre level, working with new systems and processes and ensuring that new ways of working are taken up and adhered to.
- Acting in unforeseen situations to solve problems to ensure Test Day is successfully executed.

### **Main Accountabilities:**

#### **Product Service Support**

- Undertakes the related planning and delivery functions in preparation for Test Days in line with BRITISH COUNCIL processes
- Receives instructions and requests from cluster operations, 5 days before Test Day itself and plans and organises given resources accordingly (often at short notice) to ensure that work is carried out efficiently and effectively
- Scan dashboards to monitor performance and identify issues
- Plans and deploys engagement plan for Venue Staff
- Ensures exam materials are received at Test Centre and stored securely
- Supports decisions of Operations Manager with the selection of venue staff, sets performance expectations and maintains positive relations
- Supports the selection of suitable venues

#### **Customer support**

- Receives and responds to enquiries from/to customers and may be a specific point of reference on queries relating to an area of nominated expertise or responsibility. Identifies where more complex issues require resolution by others and refers them accordingly
- Recognises and understands the impact of incidents arising (e.g. complaints, resourcing problems, logistical or technical difficulties) and proactively alerts the team leader to any issues of concern that are likely to impact service/project/task delivery or customer experience.

#### **Relationship & stakeholder management**

- Supports continuous improvement in the efficiency/cost effectiveness/quality of service delivery/systems in the unit or department
- Proactively works with Operations Manager to deliver satisfactory and timely resolution of customer (internal or external) complaints, coordinating input from other team members as required. Ensures the customer is kept informed throughout the process.
- Develops good working relationships and engagement with Venue Staff and appropriate colleagues throughout the BRITISH COUNCIL to facilitate effective and efficient service delivery.
- Acts as point of contact and manages escalated issues in country from Venue Supervisors and Venues, supported by Operations Manager / Cluster team when required.

#### **Risk and Compliance**

- Undertakes contingency and risk management on the ground, liaises with Customer Service, Examiner or Venue Staff to ensure alignment on communications  
Leads in providing support related to compliance or investigations on Test Day and related issues.
- Follows agreed corporate risk management processes and procedures when delivering services (e.g. child protection, security policies, financial protocols, anti-fraud measures) to protect the interests of the BRITISH COUNCIL and its customers at all times.

#### **Analysis & Reporting**

- Uses standard procedures and templates, regularly records, analyses and reports on operational activity such as venue staff performance to support senior managers in making timely and effective business decisions that respond to operational needs.
- Leads meetings to review Test Day performance delivery, continual improvement and corrective actions

## Managing self & others

- Plans and prioritises own work activities, which span across a range of different work streams, responding to changing and at times competing requirements to ensure effective delivery of responsibilities over a weekly/monthly time horizon.
- Tasks and coordinates others (e.g. internal colleagues or external contractors/suppliers) to complete time-limited, straightforward activities, within established procedures, in order to ensure efficient delivery of services. Monitors task completion to agreed quality and time standards.

## Key Relationships:

### Internal

- Cluster Operations Team
- Exams Business Manager
- Operations Manager
- Customer Services
- Finance and Resources team

### External

- Examiners; Venue Staff; Customers, Key Accounts Representatives, Venue Proprietors

## Role Requirements:

### Threshold requirements:

#### Passport requirements/ Right to work in country

All applicants should have pre-existing legal status to live and work in Uganda. British Council will not facilitate/sponsor visa applications and work permits.

### Assessment stage

Shortlisting

#### Direct contact or managing staff working with children?

Yes - appropriate police check

N/a

### Person Specification:

### Assessment stage

### Qualifications

<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
University degree in any subject or relevant qualification		Shortlisting

### Role Specific Knowledge & Experience

<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>Experience working in a busy operational environment delivering high levels of customer service.</li> <li>Ability to ensure compliance, risk and security standards are monitored and maintained.</li> </ul>	<ul style="list-style-type: none"> <li>Experience working in Exams</li> <li>Experience of supporting delivery of computer based exams</li> </ul>	Shortlisting

### Role Specific Skills (if any)

### Assessment Stage

- N/A

Shortlisting AND Interview

### British Council Core Skills

### Assessment Stage

#### Communicating and influencing (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.

#### Managing people (level 1)

#### Supports others

Shortlisting AND Interview

<p>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><b>Finance and resource management (Level 2)</b>  <b>Uses financial systems and processes</b>  Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team</p> <p><b>Managing risk (Level 1)</b>  <b>Follows good practices</b>  Demonstrates understanding of risk management policies and procedures and record of following them.</p> <p><b>Commercial and business development (Level 1)</b>  <b>Reviews data</b>  Applies a range of standard analytical techniques to support business development, e.g., pricing tools, revenue tracking, monitoring sales prospects, audience figures or profit margin.</p> <p><b>Managing projects (level 1)</b>  <b>Follows project management disciplines</b>  Works with project management systems and procedures and has a track record of compliance with them as a project team member.</p> <p><b>Planning and organising (level 1)</b>  <b>Is methodical</b>  Able to plan own work over short timescales for routine or familiar tasks and processes.</p>	
<p><b>British Council Behaviours</b></p>	<p><b>Assessment Stage</b></p>
<p><b>Connecting with others (Essential):</b>  Making regular opportunities to understand others better</p> <p><b>Working together (Essential):</b>  Ensuring that others benefit as well as me</p> <p><b>Making it happen (Essential):</b>  Delivering clear results for the British Council</p> <p><b>Being Accountable (Essential):</b>  Delivering my best work in order to meet my commitments</p>	<p><i>Interview</i></p>
<p><b>Prepared by:</b></p>	<p><b>Date:</b></p>
<p>Jack Groves, Regional Operations Manager</p>	<p>April 2019</p>