

Job Description

Job Title	Exams Admin Assistant – IELTS & Aptis		
Directorate or Region	EU Europe	Department/Country	Examinations Services / Poland
Location of post	Warsaw, Poland	Pay Band	J (FT)
Reports to	Exams Admin Officer – IELTS & Aptis	Duration of job	Indefinite

Purpose of job:

To reflect and enhance accurate perceptions of British education through the delivery of British examinations in Poland to internal and external customers to high standards in order to meet customer needs and enable the British Council to meet its corporate objectives.

Context and environment: (e.g. dept description, region description, organogram)

The post reports to Exams Admin Officer - Warsaw and is based in Warsaw. The post holder will work closely with the Exams Admin Officers in Warsaw. The post holder will provide input into local and regional ES projects when required.

British Council Poland is one of the top ten exams businesses in the EU region with a volume of ca 22,500 per year delivered through a network of examination centres across the country. It is a mature and difficult exams market. The main business for British Council Poland are English language examinations, although it also delivers a diverse range of university & professional exams.

The Exams Services team is divided into:

- the Leadership Group responsible for implementation of strategy, BD, business assurance, managing the Centre Network & efficiencies of systems & processes,
- three main operational streams - IELTS, Cambridge and Professional & University,
- a small marketing team.

The above are supported by a number of exams operational and finance assistants.

Accountabilities, responsibilities and main duties:

(including people management and finance)

The role will involve:

- Providing support for the administration of IELTS in Poland (all centres) – ca 85% of post.
- Providing support for activities related to the sales of Aptis to customers and when required the administration of Aptis – ca 15% of post.
- Providing cover for other admin duties if required.

Key relationships: *(include internal and external)*

Key external relationships will include:

- Exam board representatives in Poland and the UK,
- decision makers and stakeholders at educational institutions (existing & potential partners),
- decision makers and stakeholders in the corporate sector (existing & potential partners),
- decision makers at supplier institutions for examinations (preparation centres),

Internal stakeholders will include:

- Exams Operations Manager,
- Examinations Services staff,
- Examination Centre management & staff in Poland.

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

International & local travel, occasional unsocial hours, flexible working

Please specify any passport/visa and/or nationality requirement.

Must be able to work legally in Poland.

Please indicate if any security or legal checks are required for this role.

No.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	<p>Creating Shared Purpose <u>Level: essential</u> Communicating an engaging picture of how we can work together.</p> <p>Connecting with Others <u>Level: essential</u> Making regular opportunities to understand others better.</p> <p>Working Together <u>Level: essential</u> Establishing a genuinely common goal with others.</p> <p>Being Accountable <u>Level: essential</u> Delivering my best work in order to meet my commitments.</p> <p>Making it Happen <u>Level: essential</u> Delivering clear results for the British Council.</p> <p>Shaping the Future <u>Level: essential</u> Exploring ways in which we can add more value</p>		<p>Not assessed during recruitment.</p> <p>Not assessed during recruitment.</p> <p>Interview.</p> <p>Interview.</p> <p>Interview.</p> <p>Not assessed during recruitment.</p>
Skills and Knowledge	<p>Communicating and influencing (Level 1 - Communicates clearly and effectively)</p> <p>Planning and organising (Level 2 - Plans ahead)</p> <p>Analysing data and problems (Level 1 - Is systematic)</p> <p>Managing finance and resources (Level 2 - Uses financial systems)</p>		<p>Shortlisting & Interview</p> <p>Shortlisting.</p> <p>Interview</p> <p>Shortlisting</p>

	<p>and processes)</p> <p>Using technology (Level 1 - Operates as a basic user of information systems, digital and office technology)</p> <p>Managing risk (Level 1 - Follows good practices)</p> <p>Managing accounts and partnerships (Level 2 - Works with stakeholders and partners)</p>		<p>Shortlisting</p> <p>Shortlisting</p> <p>Shortlisting & Interview</p>
Experience	Experience in dealing with customers.	Using SAP.	<p>Shortlisting</p> <p>Shortlisting</p>
Qualifications	Ability to operate in Polish and English (both written and spoken) at a business level (equivalent to CEF level C1 or IELTS 6.5 or higher).	Has undertaken project management training.	<p>Shortlisting & Interview</p> <p>Shortlisting</p>

Submitted by	Dorota Rankowska	Date	20 th March 2018
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