

## Role Information

Role Title	Location	Duration	Reports to:
Invigilator	Albania	To be confirmed	Exams Administrator

## 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.

## Main Accountabilities:

You will be accountable for maintaining the integrity and reputation of the British Council and the various examination boards (IELTS, APTIS, other professional and university exams) by ensuring that tests are delivered to prescribed standards for customer service, security, and administration. 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:

- Complete all mandatory training sessions as requested by the British Council Examinations.

### 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.

## Role Requirements:

Threshold requirements:		Assessment stage
Direct contact or managing staff working with children?	Yes	Shortlisting
Notes	<p>You will be hired through a recruiting agency and paid as per the terms and conditions of your contract.</p> <p>You may be required to work workdays, 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</p> <p>Police checks or local equivalent required</p>	
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ <b>English language level</b> of CEFR B2 (Listening, Speaking, Reading, Writing skills)</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>English language level</b> of CEFR C1 (Listening, Speaking, Reading, Writing skills)</li> </ul>	National or international certification, or testing will be completed as part of the recruitment and selection process
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ Secondary Education</li> </ul>	<ul style="list-style-type: none"> <li>▪ University Degree</li> </ul>	Shortlisting
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ <b>Customer Service:</b> experience of responding to children/ young adults and parents' needs (as customers) in a professional manner, to a high level of quality.</li> </ul>	Awareness of safeguarding and promoting the welfare of children.	Shortlisting AND Interview