

## Role Title

**School Exams Invigilators**

## Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exams	JOD 7.5/hour	Amman, Jordan	One year freelance contract	Schools Exams Venue Manager

## Role purpose

Direct invigilation and administration of British Council Examinations according to exam board and Exams Quality Standards (EQS) – change to QCA (Quality Compliance and Assurance) in Jordan;

- Provide support to the administration and implementation of examinations
- Information provision and excellent customer service

The post holder should be able to deal with complex information, should have excellent customer care, interpersonal skills, team working spirit, good attention to details and able to meet deadlines to a schedule. He or she should also be computer literate.

Context and environment

This post holder will contribute to the administration of examinations activity for British Council Jordan examinations team. The post holder should expect to invigilate new and existing examinations in any of other products IELTS, Professional, University and ESOL.

## 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 Middle East and North Africa is home to eight percent of the world's population, five percent of global GDP, and 58 percent of global reserves of oil and gas. It is also one of the most unstable regions of the world, characterised by protracted conflicts and complex issues around refugee and displaced communities. It has the highest rate of youth unemployment, and double the global average for female unemployment. Collectively this is placing a huge strain on existing political, social and economic structures, adding to the uncertainty and fragility of the region.

The British Council retains an on-the-ground presence in all 17 MENA countries. This includes maintaining operations and programmes in Libya, Yemen and Syria, working through partners and locally engaged staff. Over the last five years we have extended the scope of our work over by aligning our cultural relations activities to UK and international priorities, such as in relation to major issues affecting the region, namely the Syrian refugee crisis, and the rise of violent extremism. In parallel to this we continue to provide support to individuals, institutions and governments helping them address some of the underlying long-term demographic, societal and systemic features which have been holding back reform, stifling growth, and blocking opportunities for young people.

Our work takes a long term approach to engagement, helping to build trust and influence for the UK.

The British Council Jordan has been operating in Jordan for more than 70 years. The Jordan Directorate is a mixed economy operation with a diverse group of staff of multiple nationalities of more than 100 staff. The business in Jordan is driven by our English and Exams businesses, as well as a sizable Projects portfolio which is a combination of grant funded work as well as donor funded contracts. This diversity in operation is resourced through local and overseas recruitment which requires regular interface with multiple governmental entities in Jordan to ensure that our resource needs are met and risks are mitigated. The Jordan office also hosts a number of regional posts that also require local HR support.

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

#### **Opportunities**

- Networking with a diverse type of clients, customers and stakeholders
- Building a base for a career in operation and administration
- Opportunity to be trained up and promoted after five years as Test Day Supervisor

#### **Challenges**

- Developing an in-depth knowledge and insight about the operation
- Dealing with diverse background of people and institutions
- An active and continuous change type of operation

### **Main Accountabilities:**

You will be accountable for maintaining the integrity and reputation of the British Council and the various examination boards 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.

#### **Responsibilities and Main duties**

##### **Training and Development**

- Attend all briefing and training sessions as requested by the British Council Examinations Services Centre.
- Complete all mandatory training modules.

##### **To carry out invigilation duties during any examination session professionally**

- Be available at the assigned date and time to invigilate for the exam and always be punctual.
- To follow the instructions in the invigilators manual for any of the required duties.
- To refer to the Examining Board's manual/handbook for any specific related information.

- To work cooperatively with the hall marshal and supervisor to ensure smooth running of the examination session.
- Monitor test day marshals as they report on duty. If they do not report on time, take corrective action as advised by the British Council exams centre.
- To professionally perform invigilation duties during the three stages of any exams session, before the exams, during the exams and after the exam.
- To ensure contributing to the big picture of preparing the examination venue and securely running the examination session.
- To use your duties checklist throughout the examination session.
- Ensure that required standards are provided to candidates with special needs in line with Equal Opportunities and Diversity and examination standards.
- Ensure full compliance with that standards of Child Protection and health and safety standards and policies
- Stay alert to be able to monitor candidates modestly to ensure security and also to attend to their needs.

**To ensure that security and confidentiality is met for all exams run as per British Council Exams Quality Standard change to QCA (Quality Compliance and Assurance) :**

- All invigilators will sign a British Council confidentiality agreement.
- Ensure scripts are not removed from the test room.
- All examinations materials must be logged and signed for (date and time) by both parties: invigilators and supervisors.
- All suspected breaches of security should be immediately reported to the supervisor.
- All data related to the candidate and to the examination is not to be disclosed or discussed with anybody.
- Do not look through the question papers and the security of the exam should be maintained at all time.
- Do not leave papers and other examination material unattended at any time or let the exam question papers or answer sheets unattended until safely stored.
- Discarding of confidential examination documents and archiving is done to examination standards.
- Refer candidates' enquiries to examinations supervisors or the British Council Examinations Service team.
- Should not invigilate for candidates he/she has taught or who are personally known to him/her. Such cases should be immediately reported to the Supervisor.

**To adhere to the British Council Customer Service Excellence**

- Meet and greet candidates with a smile.
- Have a duty of care for our customers.
- Providing basic information to candidates.
- Maintaining all British Council Customer Services standards.
- Invigilator should:
- Be appropriately dressed (avoid wearing noisy jewellery, squeaking or high heel shoes).
- Be impartially courteous to candidates.

Invigilator should not never:

- Read books, magazines, newspapers during the examination or perform any additional tasks in the examination room.
- Answer candidates' questions concerning the examination content or give advice.
- Talk to other invigilators if more are present during the exam.
- Smoke/eat in the examination room during the exam.
- Leave the examination room during the exam without permission from the supervisor, if one is present, or the Exams Team.
- Make/receive calls.
- Engage in informal chat or exchange of contact details with candidates.
- Provide counselling of any kind and guide them to the exams department for any procedural clarifications.

**Internal**

Exams venue staff, Examiners, British Council Examinations Services Staff

**External**

- Candidates, parents, inspectors.

**Other important features or requirements of the job**

Examinations work requires occasional (or sometimes regular) work outside conditioned hours, for example in the evenings, at weekends or public holidays. Working hours will be based upon the start time and end of exams – working week will run from Monday to Friday and occasional Saturdays. You will be paid on an hourly base. The role requires long hours of standing and physical movement.

**Role Requirements:**

Threshold requirements:		Assessment stage
<b>Passport requirements/ Right to work in country</b>	Jordanian nationality or valid residency in Jordan	Shortlisting
<b>Direct contact or managing staff working with children?</b>	<b>Yes/No</b> Three reference checks should be given at the time of application as written letters. British Council pre-recruitment checks will be required for shortlisted candidates, including background checks & police check. A Child Protection Training must be followed and a child declaration must be signed.	Clear criminal record
<b>Notes</b>		

**Person Specification:****Language requirements (DELETE IF NOT APPROPRIATE)**

<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ Very good level of Arabic and English.</li> <li>▪ To demonstrate level of spoken and written English, invigilators will be asked to provide a certificate of a recognized English Language test where needed.</li> </ul>		shortlisting

**Qualifications**

<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ Bachelor's Degree or equivalent</li> </ul>		Shortlisting

**Role Specific Skills (if any)**

	<i>Assessment Stage</i>
<ul style="list-style-type: none"> <li>▪ <b>Customer service</b> <i>Our exam candidates include a wide range of people from different backgrounds who may be nervous on the day of their exam and need to be dealt with politely, confidently, calmly and efficiently. You may</i></li> </ul>	Shortlisting

<p>also have direct contact with minor candidates. It is essential that our venue staff have the ability to understand and respond effectively to customer needs and deliver high quality service.</p> <ul style="list-style-type: none"> <li>▪ <b>Basic computing skills</b> <i>Electronic equipment and internet-based software is used to prepare and deliver examinations. It is essential that invigilators be familiar and comfortable using these tools and use the internet on a regular basis</i></li> <li>▪ <b>Good attention to detail</b> <i>Procedures vary for different Exam Boards and types of exams, and these must be followed with precision for each type of exam.</i></li> <li>▪ <b>Be punctual and reliable</b> <i>Schedules are fixed in advance and it is essential that invigilators arrive on time to ensure the exam starts on time.</i></li> </ul>	
<b>British Council Core Skills</b>	<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>▪ <b>Managing people (level 1)</b> <i>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</i></li> <li>▪ <b>Computer skills (Level 1)</b> <i>Able to use office software and British Council systems to do the job and manage documents or processes.</i></li> <li>▪ <b>Managing Risk (level 1)</b> <i>Follows good practices Demonstrates understanding of risk management policies and procedures and record of following them.</i></li> </ul>	Shortlisting
<b>British Council Behaviours</b>	<b>Assessment Stage</b>
<ul style="list-style-type: none"> <li>▪ <b>Working together (essential)</b> <i>Establishing a genuinely common goal with others Being</i></li> <li>▪ <b>Accountable (essential)</b> <i>Delivering clear results for the British Council</i></li> <li>▪ <b>Making it happen (essential)</b> <i>Delivering my best work in order to meet my commitments</i></li> </ul>	Shortlisting
<b>Prepared by:</b>	<b>Date:</b>
Schools Exams Operation Manager	27 March 2021