

Role Profile

Job Title	Invigilators – Part Time		
Directorate or Region	EU	Department/Country	France
Location of post	Ile-de-France	Pay Band	E&E scale
Reports to	Exams Admin Team	Duration of job	Temporary (CDD)
<i>Purpose of job</i>			
<ul style="list-style-type: none"> To complete the team responsible for the supervision and delivery of examinations in France To support the wider aims of British Council and its cultural relations mission 			
<i>Context and environment (see guidance)</i>			
<p>British Council France is one of the largest exams businesses in the EU region. It is a mature exams market, with opportunity for growth, and substantial increase in volume has been achieved in the last 5 years. It is also a very diverse business with an unusual portfolio for Europe.</p> <p>Operationally, the exams team is divided into the two main business streams of IELTS and Cambridge English, APTIS & BULATS. They are supported by a Financial Coordinator, an IELTS Operations Manager, two IELTS Coordinators, a Cambridge English Coordinator an Exams Operation Coordinator and a number of operational exams assistants. The Exams department is managed by a Country Exams Manager.</p> <p>80 venue staff and 85 examiners currently work for the Exams department.</p>			

<i>Accountabilities/ Responsibilities</i>
<p>Support British Council's global Exams strategy by</p> <ul style="list-style-type: none"> Adhering to all exam procedures as defined by exam boards and follow instructions about the exam given by IELTS Administrator, Cambridge English co-ordinator and BULATS co-ordinator and other British Council France exam administrative staff Give a positive image of the British Council by providing a high standard of customer care on exam days Observe at all times the strictest security and confidentiality concerning exam materials Comply with all directions concerning appropriate security practices given by the IELTS Administrator, , Cambridge English co-ordinator and BULATS co-ordinator and other British Council France exam administrative staff Follow the exam instructions read out to candidates and strictly adhere to all instructions from the Supervisor Immediately report any suspected breaches of security concerning the exams to the Supervisor and/or the relevant examination administration team Ensure that guidelines are applied and upheld in line with standards and policy for the following areas: <ul style="list-style-type: none"> Child protection Equal Opportunity and Diversity Health and Safety

Main duties	
<i>Invigilators will be allocated different roles on test days including some of the following core tasks:</i>	
1	<p>Before the exam starts:</p> <ul style="list-style-type: none"> • accompany test materials in locked suitcases to test venues as required • set up the exam room(s) and venue including checking desk distances, labelling desks, drawing up accurate room plans and putting up signage, etc. • monitor, organise and manage the customer flow, guide and direct candidates on the pre-exam customer journey • explain exam procedures to candidates, e.g. no mobile phones in exam rooms, need to leave all personal belongings in the cloakroom • conduct ID check and Test Day Photography processes according to exam requirements
2	<p>During the exam:</p> <ul style="list-style-type: none"> • actively survey the candidates in the allocated section of the exam room to ensure that they do not talk to each other or help each other during the exam or do anything else that is considered as malpractice • work co-operatively with the supervisor and other invigilators to ensure all candidates are supervised at all times while they are in the exam room • ensure that all exam materials distributed for each test are counted out at the beginning of each test and counted in systematically at the end of each part of the test • when collecting papers, compare candidate names and numbers on the test papers with those on the desk labels of individual candidates • ensure that no unauthorised items or materials are taken into the test room and that no test materials are taken out of the exam room by candidates • conduct regular ID checks throughout the test, but not while the Listening CD is playing. Candidates personal details from the passports or national identity cards should be checked with the desk label details and the passport or national identity card photo should be checked against the candidate, without disturbing the candidate at anytime • ensure candidates are accompanied to the bathroom and speaking exam rooms • ensure exam room entry and exit records are kept accurately as per exam requirements
3	<p>After the exam:</p> <ul style="list-style-type: none"> • collect all exam materials including stationery • ensure the exam venue is left clean and tidy and all material is placed in suitcases as per British Council security instructions for return to British Council exams office

4	<p>Professional conduct</p> <p>Arrive in good time to examination venues</p> <p>Arrive in good time for all examination meetings (including training and any other meetings)</p> <p>Make yourself available for meetings, training sessions and briefings as required by the examinations administrative staff</p> <p>Adhere to the centre dress code.</p> <p>Behave in a culturally appropriate manner at all times, for example in the way they dress, using polite forms of address and culturally appropriate body language.</p> <p>Maintain positive and productive relations with all colleagues including Examiner colleagues, invigilator and supervisor colleagues and exams centre staff.</p> <p>Treat candidates, colleagues and all other exams staff with politeness and respect at all times.</p> <p>Never accept gifts (in any form) from IELTS candidates, friends, relatives or teachers of IELTS candidates.</p> <p>Never use social media to discuss the IELTS test, the test partners, other colleagues or test centres.</p>
5	<p>Other duties:</p> <ul style="list-style-type: none"> Count and double-count exam papers Complete all relevant test day administrative forms as required Contribute to any further administrative work as required by the Examination team Participate in fairs and promotional events organized by British Council Your duties are set out in the above role profile. However this is only intended to give a general indication of your duties and you may be required to carry out additional duties, including more general administrative tasks related to the examinations, as may be reasonably required of you.

Skills:	
Punctual and reliable - examinations schedules are fixed in advance and invigilators need to arrive on time to ensure the exam starts on time	
A good working knowledge of spoken and written English (minimum of B1) - all exam instructions are provided in English and are read out in English. Invigilators need to use only English when communicating with both candidates and colleagues at exam venues	
Good attention to detail – procedures vary for different exam boards and types of exams, and these must be followed exactly for each different type of exam	
People skills – our exam candidates include a range of different types of people from all walks of life who may be nervous on the day of their exam and need to be dealt with politely, confidently, calmly and efficiently	

Key relationships:
<u>Internal</u> <ul style="list-style-type: none"> Supervisors Exams management team Exams administration team Examiners <u>External</u> <ul style="list-style-type: none"> Candidates Staff from external exam venues

Other important features or requirements of the job (e.g. travel, unsocial/evening hours, restrictions on employment etc)	
This post involves various hours and the post holder will be required to work early mornings and Saturdays	
Please specify any passport/visa and/or nationality requirement.	Applicants must be eligible to work in France. The British Council will not be able to assist non-EU nationals to obtain a work permit for France
Please indicate if any security or legal checks are required for this role.	CRB check, employment pass and relevant ministry approval

Person Specification (see guidance below before updating this section)

	Essential	Desirable	Assessment stage
Behaviours (global standard)	<ul style="list-style-type: none"> Being accountable (essential) Working together (essential) <p><i>Please note: the other behaviours below will <u>not</u> be assessed at interview. However, <u>all</u> behaviours will be used for performance management purposes.</i></p> <ul style="list-style-type: none"> Making it happen (essential) Shaping the future (essential) Connecting with others (essential) Creating shared purpose (essential) 		Interview only
Skills and Knowledge (all skills = global standard) Level of skills by centre need	<ul style="list-style-type: none"> Accuracy and attention to details Punctuality Confident Well organised English (B1) 		Interview

Experience (specific to centre)		Relevant exam invigilation experience Experience of dealing with customers	Short listing and interview
Qualifications	Secondary high school diploma		Short listing only

Submitted by	Head Exams Department	Date	
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Date & Signature of the employee : _____