

Job Description
Vac no: QAT-EX-16-02

Job Title	Examination Services Assistant		
Directorate or Region	MENA	Department/Country	Examination Services/Qatar
Location of post	Doha	Pay Band	Grade J
Reports to	Examination Services Officer	Duration of job	Indefinite

The British Council is committed to a policy of equal opportunity and is keen to reflect the diversity of UK society at every level within the organisation. We welcome applications from all sections of the community.

The British Council believes that all children have potential and that every child matters everywhere in the world. The British Council affirms the position that all children have the right to be protected from all forms of abuse as set out in article 19, UNCRC, 1989.

Purpose of job:

To provide administrative assistance to the British Council Examinations Services operation in Qatar.

Context and environment:

As the United Kingdom's international organisation for cultural relations and educational opportunities, the British Council was founded to create a friendly knowledge and understanding between the people of the UK and the wider world. We call this work cultural relations. We work in over 100 countries, connecting millions of people with the United Kingdom through programmes and services in the English language, the Arts, Education and Society. We believe these are the most effective means of engaging with others, and we have been doing this work since 1934.

The British Council has been operating in Qatar since 1972, and currently employs 85 full time staff from a very diverse background.

The Examinations department in Qatar administers more than 19,000 examinations every year, such as IELTS (International English Language Testing System), various professional examinations like ACCA, CFA, IWCF, Aptis etc., University examinations, Cambridge English examinations and School examinations like CIE and EDEXCEL.

The Examinations team in Qatar is made up of 12 members - 5 Examinations Services Assistants, 4 Examinations Services Officers, 1 Examinations Services Manager, 1 Business Development Manager, 1 Deputy Country Examinations Manager and 1 Country Examinations Manager. The Regional Exams Manager and the Regional Exams Director are based in Dubai.

Accountabilities, responsibilities and main duties:

- Support the delivery and management of a range of agreed examinations services to clients and customers in accordance with Corporate guidelines and Examining body regulations.
- Manage financial transactions through the British Council's financial system and carry out duties associated with the designated system role and other offline systems in line with British Council's financial standards
- Deal with first enquiries and check application forms have been completed accurately and signed.
- Assist colleagues in managing and training venue staff and setting up exam venues
- Keep updated professionally in order to provide a service that is in line with current legislation and best practice with at least one formal training course each year in accordance with performance management guidelines.
- Ensure that the British Council Examinations Quality Standards (EQS) are met.
- Ensure examinations are delivered in accordance with Child Protection, Equality, Diversity & Inclusion, and Health and Safety standards

Key relationships:

Internal: Customer Service team, local senior exams management team and other colleagues in the region

External: Exam candidates, Examining bodies, Partner organisations (Universities/institutes/schools), approved suppliers, Venue staff (Examiners & invigilators)

Special requirements:

The post involves frequent weekend work, frequent off-site work, occasional very early mornings and occasional travel for training and meetings. Shift working is likely. Where applicable, this will be compensated with Time-Off-In-Lieu.

The post also involves frequent contact with children.

Strict adherence to British Council Child Protection standards, examination security and administration requirements is an essential part of the role.

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

Gaining residency in Qatar is a complex process and many restrictions apply. **We strongly advise you to consult our guidance document BEFORE applying for vacancies at the British Council, Qatar.**

The main issues to take into consideration are;

1. The Qatari authorities have placed **restrictions on certain categories of people**. As such, Residence Permits currently cannot be gained by;
 - a. **Nationals from certain countries** - the list of affected countries is not publicised and changes without notice.
 - b. Those **aged 60 or above**
 - c. **Unmarried partners** - only married partners may be sponsored and therefore obtain the appropriate residence permit. It is unlawful in Qatar for unmarried partners to cohabit.
 - d. **Male children above 25 years** old and not enrolled in higher education
2. For reasons that are beyond our control, it is unfortunately **not possible for female employees sponsored by the British Council to sponsor accompanying family members**.
3. Male employees can only **sponsor their accompanying family members** if their salary is equal or greater than **QAR10,000**.
4. Holders of passports containing an **Israeli stamp** will not be granted visas to Qatar
5. Successful candidates will need to provide many **documents**, some of which must be **legalised**. This is mandatory to gain residency in Qatar. Unfortunately, **distance or online learning programs are not recognised in Qatar**.
6. **Medical tests** are carried out in-country before a residence permit is granted – tests for major infectious diseases are carried out. The British Council has no control over this process.
7. It takes a minimum of **4 months for a person to be able to sponsor spouse and children** to gain residency in Qatar. In general, family members will not be able to accompany the staff member to post from the onset of the contract.

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

DBS or Police Clearance from the respective embassy is mandatory.

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	Connecting with Others (Essential) Communicating an engaging picture of how we can work together Working together (Essential) Establishing a genuinely common goal with others Being Accountable (More Demanding) Showing real dedication to the long-term mission of the British Council or the team Making it happen (Essential) Delivering clear results for the British Council		Interview
	Creating Shared Purpose (Essential) Communicating an engaging picture of how we can work together Shaping The Future (Essential) Looking for ways in which we can do things better		Required for the role but not assessed during application stage
Skills	English – Reading, Writing, Speaking, Listening (Level B2) Proof of level required (IELTS or equivalent)	Arabic Mastery in all skills	Mandatory Aptis test in English (provided by BC) if shortlisted candidate cannot provide proof of English
	Communicating & Influencing (Level 2) Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences. Using Technology (Level 2) Able to work as an advanced practitioner in the use of office software and/or British Council standard and social media platforms, and train or coach others in their use. Managing People (Level 1) Supervises a small team of people doing similar jobs to deliver short term tasks to agreed quality and time standards.		Shortlisting and Interview
Experience		Experience in an Educational/Customer service field General knowledge of British education and examinations	Short listing & Interview
Qualifications	High School graduate or equivalent	Graduate in any discipline	Short listing

Submitted by	Mufeed Ahmed	Date	26 July 2016
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