

Role Profile

Exams Invigilator

Invigilator Role Profile

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.

About us

The British Council provides access to English Language and other UK qualifications through its Examinations Services. The UK qualifications and assessments that we provide have the power to change people's lives, enabling them to access life, study or work opportunities overseas or in their own countries. Qualifications and examinations are one of the most powerful drivers of improvements in teaching, learning and professional practice.

The British Council Examinations Services administers a wide range of UK exams on behalf of UK based Exam Boards and awarding bodies. These include English

proficiency exams such as IELTS, Cambridge English and Aptis, school exams such as

IGCSE, O and A levels for Cambridge International Examinations (CIE) and Edexcel International, a range of professional and university qualifications such as ACCA (accounting).

As an Invigilator, you will be part of a wider team of exams venue staff based in Tunisia expected to support the delivery of tests in Tunis. You will be required to work very closely with British Council Examinations Services staff, other venue staff and venue service providers to ensure the test days run smoothly.

Main opportunities/challenges for this role:

Challenges in this role may include the importance given by the British Council to its Quality and Compliance (QCA) standards. The incumbent is expected to adhere to QCA to a high standard to ensure examinations are conducted with the highest level of integrity, professionalism, and candidate experience. This role will also demand a high level of punctuality and time flexibility.

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.

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:

- Attend all briefing and training sessions as requested by the British Council Examinations Services Centre.
- Complete all mandatory training modules: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, Anti-Fraud, Identity Checks as required.

Other important features or requirements of the job:

- You will be paid as per the terms and conditions of your letter of assignment.
- You may be required to work weekends (Saturdays), public holidays, extended hours in the early morning or late evening. You must have the flexibility to work

Role Requirements:

	Essential	Desirable	Assessment stage
Skills and Knowledge	Using technology level 1: Operates as a basic user of information systems, digital and office technology. Able to use British Council systems and software, and the internet, to do the job and manage documents or processes.		Interview
	Planning and organising level1: Is methodical. Able to plan own work over short timescales for routine or familiar tasks and processes. Has a good attention to detail to follow strict instructions. Is punctual and reliable.		Interview
	Communications in Arabic and English level 1:		Interview speaking and

	Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience		reading aloud in English will be assessed.
Experience	Customer service: experience of responding to children and parents' needs (as customers) in a professional manner, to a high level of quality.		Interview
Qualifications	College graduate or equivalent from any university (public or private) – Undergraduates are allowed		Shortlisting
Prepared by:			Date:
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