

Role Title

Invigilator

Role Information

Role Type	Pay Band	Location	Reports to:
Exam Delivery and Invigilation	Hourly Paid	Jakarta, Makassar, Medan, Padang, Surabaya, Bandung, Yogyakarta, Semarang	Exams Operations Manager

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 expected to support the delivery of a variety of tests in various locations. 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.

Geopolitical/SBU/Function overview:

Our work in exams creates international opportunities and builds trust and value for the UK. We also:

- Give people access to life changing opportunities through various exams.
- Support the promotion of the UK as a study destination.
- Provide a sustainable base for other cultural relations activities.

The British Council provides access to English Language and other exams through its Examinations Services. The English 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.

The British Council Indonesia Foundation is an Indonesian registered foundation for cultural relations and educational opportunities established by British Council Holdings UK. Approved by the Minister of Law and Human Rights under Decree No: AHU-6501.AH.01.04-year 2013. In Indonesia, the work of the British Council Examination business is developed under British Council Indonesia Foundation. The British Council Indonesia Foundation administers a wide range of UK exams on behalf of UK based Exam Boards and awarding bodies. It provides customers with examinations services for a range of exams including IELTS test, ACCA, ACT, and APTIS test, to various school, universities and professional exams. We run exams in Jakarta, Bandung, Surabaya, Yogyakarta, Medan, Makassar and other cities in Indonesia.

Main opportunities/challenges for this role:

The post involves frequent weekday and weekend work, frequent off-site travel for work, frequent early mornings and evening work, also occasional trainings. Strict adherence to exam security and administration requirements is an essential part of the job.

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:

- 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.
- You will be provided with work T-shirt which must be worn while carrying out your duties, in the event you haven't receive it being a new hire, you must always be dressed in line with the cultural expectations of the country/state and your position in accordance with your role as representing the British Council. However, it is recommended that you wear soft comfortable shoes. Noisy shoes and distracting jewelry are not permitted.

Key Relationships:

Internal

- Exam staffs

External

- Exam candidates, venue staffs (examiner/invigilator/marshal) and venue providers

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Must be able to legally work in the country of appointment.	Shortlisting
Direct contact or managing staff working with children?	Yes. Appropriate police check/self-declaration	Onboarding
Notes	You will be paid as per the terms and conditions of your contract. You may be required to work 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 Police checks or equivalent required.	
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> • Must be fluent in both spoken and written English 		Shortlisting
Qualifications		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
<ul style="list-style-type: none"> ▪ English language level of CEFR 		Shortlisting

B1 (Listening/Speaking/Reading/Writing) or equivalent (e.g., Cambridge English PE, IELTS 5.0)		
Role Specific Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	Assessment Stage
<ul style="list-style-type: none"> ▪ Customer Service: experience of responding to children/ young adults and parents' needs (as customers) in a professional manner, to a high level of quality. 	Awareness of safeguarding and promoting the welfare of children.	Shortlisting AND Interview
Role Specific Skills		Assessment Stage
<p>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.</p> <p>Planning and organising level 1: Is methodical. Able to plan own work over short timescales for routine or familiar tasks and processes. Has a good attention to detail. Is punctual and reliable.</p> <p>Communications in Bahasa Indonesia and English: Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.</p>		Shortlisting AND Interview
British Council Behaviours		Assessment Stage
<p>Being accountable (Essential): Giving constructive feedback to others in a way they can understand and accept.</p>		Interview
<p>Working together (Essential): Works well with others, is approachable and flexible.</p>		Interview
Prepared by:		Date:
Muhammad Muhiddin, Examinations Operations Manager		18 Dec 2019