

Role	Supervisor
<p>Purpose of job; 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.</p>	
<p>Context and environment</p>	
<p>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.</p> <p>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).</p> <p>In Cameroon, we run exams in Yaounde, Douala, Bamenda and Buea.</p> <p>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.</p>	
<p>Accountabilities and responsibilities</p>	
<p>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 customer service, security and administration standards. 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.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • 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. • Maintain British Council Examinations Services standards of customer care on the test day. • Inspect the venue to ensure that arrangements meet agreed requirements and standards. • Ensure necessary equipment, material for candidates, signage, branding and seating arrangements and plans are in place and ready to use as required • Ensure special arrangements are provided as required. • Brief assigned test day staff on their roles and responsibilities and on any special instructions. • Be familiar with the emergency procedures for the test day venue and ensure all venue staff are briefed accordingly. • Actively monitor candidates and invigilators during tests to make sure that there is no violation of test conditions. • Supervise staff to ensure they carry out their respective duties and adhere to the Code of Practice. • Ensure that the test day material is handled securely, confidentially and is accounted for in line with British Council and Exam Board requirements at all times. • Ensure that all test day records are completed and maintained accurately as required by British Council Examinations Services. • Ensure that relevant guidelines and policies are applied and followed in the areas of: Data 	

- Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, and Anti-Fraud.
- Whenever possible, resolve issues that arise on the day according to procedures.
- Report any incidents, emergencies or breaches of security to the appropriate British Council Examinations Services staff.
- Promote and ensure the wellbeing of candidates at all times. In case of emergencies, ensure that correct procedures are followed and involve appropriate authorities as required.
- Additional duties in line with the role may be 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.

Skills

Punctual and reliable. Schedules are fixed in advance and it is essential that supervisors arrive on time to ensure the exam starts on time.

A good working knowledge of spoken and written English (minimum of B2), as well as the local language.

Exam instructions are given in either English or the local language, as defined by the Exam Board. Venue staff may be required to use only English when communicating with both candidates and colleagues at exam venues.

To demonstrate level of spoken and written English, supervisors will be asked to either provide a certificate of a recognised English Language test, or may be required to sit an APTIS test (speaking, listening, reading and writing) as part of the application process.

Good attention to detail. Procedures vary for different Exam Boards and types of exams, and these must be followed with precision for each type of exam.

Customer service and people skills. 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. It is essential that our venue staff have the ability to understand and respond effectively to customer needs and deliver high quality service.

Basic computing skills. Electronic equipment and internet-based software are used to prepare and deliver examinations. It is essential that supervisors be familiar and comfortable using these tools and use the internet on a regular basis.

Managing people and holding people accountable. Supervisors will direct the activities of a number of assistant supervisors, examiners, invigilators and marshals who are allocated to the test. Supervisors will need to have the skills and authority to ensure that all staff follow appropriate procedures.

Education. Minimum undergraduate Degree or equivalent

Other important features or requirements of the job

(e.g. travel, unsocial/evening hours, restrictions on employment etc)

- You will be paid on an hourly paid basis.
- You may be required to work weekends (Saturdays and /or Sundays), public holidays, extended hours in the early morning or late evening. You must have the flexibility to work beyond the prior agreed work schedule.
- Some supervisors may be required to travel, including overnight stays. During the recruitment process, you will be asked to indicate your willingness to travel.
- You will be required to supervise candidates through vigilant observation. The role requires long hours of standing and movement.
- You must be able to legally work in the country of appointment.
- British Council pre-recruitment checks will be required for shortlisted candidates, including background checks & police verification.
- Although there may not be a prescribed uniform for your role, while carrying out your duties, you must always be dressed in line with the cultural expectations of the country you are working in 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 jewellery are not permitted.