

Role Title

Exams Invigilator

Role Information

Role Type	Pay Band	Location	Duration	Reports to:
Exam Delivery and Invigilation	Hourly paid - base rate is S\$12-14/hour		1-year contract, renewable	Exams Operations Manager

Role purpose

To maintain the proper conduct of examinations (primarily computer-based) in accordance with exam board standards.

To ensure that examinations administered by the British Council run smoothly, 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.

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 examinations.
- Support the promotion of the UK as a study destination.
- Provide a sustainable base for other cultural-relations activities.

Geopolitical/SBU/Function overview:

The British Council Examinations Services administers a wide range of UK examinations on behalf of UK-based Examination Boards and awarding bodies. These include English proficiency tests such as IELTS, Cambridge English and Aptis, school examinations such as IGCSE, O and A-levels for Cambridge Assessment International Education and Pearson Edexcel, a range of university examinations and professional qualifications such as ACCA.

As an Invigilator, you will be part of a 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 tests run smoothly.

Main Accountabilities:

You will be accountable for maintaining the integrity and reputation of the British Council and the various examination boards by ensuring that exams are delivered to prescribed standards for security, administration and the customer experience.

Invigilation services

- Be familiar with the relevant exam boards' standards and procedures, and ensure that the exam is administered accordingly.
- Ensure the venue is properly set up and any required equipment (computers, lights, etc.) is functioning correctly before the exam starts.
- Be familiar with the emergency procedures for the test venue.
- Conduct candidate entry, exit, identity checks and test day photography procedures according to exam board requirements.
- Actively monitor candidates during tests to make sure that there is no violation of test conditions.
- Ensure all exam materials are accounted for and handed over securely to the staff in charge.
- Complete and maintain accurate records of exam assignments. Complete all reports, logs and claims accurately as required.
- Follow all relevant guidelines and policies in the areas of: Data Protection, Child Protection, Health & Safety, Equality, Diversity and Inclusion, and Anti-Fraud.
- Report any incidents, emergencies or breaches of security to the appropriate staff in charge.
- Work with British Council staff and other invigilators to ensure and promote the well-being of candidates at all times.

Customer support

- Provide candidates with clear instructions and answer their enquiries accurately.
- Ensure special arrangements are provided as required.

Training and development:

- Attend all relevant briefing and training sessions.
- Complete all mandatory online training modules, eg. Child Protection, Health & Safety.

Other important features and requirements of the job:

- Able to commit to at least 3 weekdays of work per week, with each session lasting up to 5 hours. In addition, flexibility to work beyond the agreed work schedule is desirable.
- Able to handle computer-based examinations independently. This includes the ability to troubleshoot and to solve common hardware or software issues that occur on test day.
- Willing to invigilate at offsite locations such as special schools.
- Able to treat all test takers – who will be from varying walks of life – with firmness, courtesy and professionalism.
- Willing to wear a uniform while carrying out duties.

Key Relationships:

Internal

- British Council Examinations staff

External

- Examination candidates, venue staff (examiner/invigilator/marshal) and venue providers

Role Requirements:

Threshold requirements:		Assessment stage
Passport requirements/ Right to work in country	Must have the right to work in Singapore.	Shortlisting
Direct contact or managing staff working with children?	Yes. Appropriate police check/self-declaration	Onboarding
Notes	You may be asked to work on weekends, public holidays, in the early morning or late evening, as this is when many examinations take place.	
Person Specification:		Assessment stage
Language requirements		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
English language level of CEFR B2 or equivalent (eg., IELTS 6.0, good pass in GCE O/N levels)	Ability to converse in other local languages.	Shortlisting
Knowledge & Experience		
<i>Minimum / essential</i>	<i>Desirable</i>	<i>Assessment Stage</i>
Ability to respond to test takers and the general public with a high degree of professionalism and cultural awareness.	Experience of safeguarding and promoting the welfare of children.	Shortlisting AND Interview
Skills		<i>Assessment Stage</i>
<p>Using technology (level 2): Operates as a competent user of information systems, digital and office technology. Able to handle common hardware and software issues on test day. 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>		Shortlisting AND Interview

Communications in English (level 2): Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.	
British Council Behaviours	Assessment Stage
Being accountable (Essential): Giving constructive feedback to others in a way they can understand and accept.	Interview
Working together (Essential): Works well with others, is approachable and flexible.	Interview
Prepared by:	Date:
Head of Operations – Singapore, Malaysia, Thailand, Vietnam	22 August 2019