### Job Description

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|  | Role Profile |

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| Job Title | Examinations Manager Mauritius |
| Directorate or Region | SSA | Department/Country | Mauritius |
| Location of post | Rose Hill | Pay Band | PB6 |
| Reports to | Country Director | Duration of job | Indefinite |
| Start date | As soon as possible | Contact | Tris Bartlett |
| ***Purpose of job:*** This post is responsible for the overall management of our Examinations Services operation in Mauritius. Principal areas of responsibility include business development, financial planning and management, marketing and promotion, management of the Exams team, venue staff and examiners, compliance with quality and security standards, reporting (exams, financial, volumes) and Examinations Services customer service.***Context and environment:*** The British Council is the UK’s organisation for cultural relations. We have been promoting friendly relations and links between the UK and Mauritius for more than 65 years through our work in education, English and the arts. Acting as an Indian Ocean hub, British Council Mauritius is also responsible for our work in Madagascar and Seychelles. Mauritius has a potentially significant role to play in the opening up of new exams markets in SSA, a region that delivers exams in over 20 countries from its offices in 16 of these countries. Growth in the region is robust, but our challenges are many. Nevertheless, our excellent Exams teams are driving forward and making gains in our 4 strategic priority areas, namely: improving business performance, improving quality, improving financial compliance and increasing impact.We administer over 2,000 UK or English language exams per year. In addition to exams administered on behalf of UK universities and professional bodies, our current portfolio also includes the following English tests:**IELTS**. This is an English language test taken by people who want to live, work or study in an Anglophone country. We run IELTS testing in Mauritius, Madagascar and the Seychelles.**Cambridge Exams**. Including for Young Learners, Advanced English and Business English. As Examinations Manager Mauritius, the post holder will be line managed by the Country Director. Reporting will be to the Country Director and to the Regional Examinations Manager SSA. The Exams team currently consists of the manager, two Exams Officers and a large team of hourly paid examiners and invigilators. ***Accountabilities, responsibilities and main duties:*** *(including people management and finance)****Accountabilities, responsibilities and main duties:***The role will involve but not be limited to:* Management of exams administration and delivery across Mauritius, Madagascar and Seychelles including IELTS, Professional and other exams, and accountability for maintenance of highest standards. Positive feedback is received from candidates and awarding bodies.
* Monitoring of exams processes and procedures to ensure secure and compliant procedures are in place at all times. Review and revision of these as appropriate in line with quality and compliance processes (QCA), Awarding Body or IELTS audit standards. Managing the QCA process for Mauritius.
* Ensuring effectiveness and compliance of financial processes: taking an active role in exams finance processes and close monitoring of procurement, board fee payments and income in line with corporate standards. Ensuring all monthly, quarterly and annual financial management requirements are completed as required. Managing exams budgets to ensure costs are kept within plan and surplus targets are realised.
* Customer experience: Working closely with Customer Services Officer and the Exams team to ensure customers receive an excellent experience and all corporate measures are achieved or exceeded.
* Business Development: Identifying key products or target markets for expansion and other marketing opportunities. Delivering on agreed development strategy through appropriate channels (face to face/digital/media).
* Managing customer and client relationships. Key suppliers and awarding bodies receive appropriate levels of account management to reflect a positive image of British Council.
* Team leadership. Able to build and motivate an effective team including supporting buy-in to a single vision or purpose. Understanding British council performance management system and using it to deal effectively with performance issues. Translating business/performance objectives into team and individual deliverables. Effective delegation. Inspiring high performance through effective appraisal.
* Impact: to achieve impact for the UK and the British Council through providing access to quality UK qualifications. Creating and managing a Monitoring, Evaluation and Learning plan to effectively demonstrate and communicate the impact of British Council exams work in Mauritius, including through the development of case studies. Ensure that appropriate records are kept to enable accurate scorecard reporting.
* Support of country/senior management team through information provision: Investigation of variance highlighted in monthly Management Information pack. Contribution to corporate reporting tools for risk, financial compliance and performance.
* Ensure that other British Council policies that relate to Exams work, including Child protection and Equality, Diversity and Inclusion are complied with, that incidents are managed according to guidelines and that feedback from Exams work helps us to develop and improve our policies and procedures in the Mauritian context.

Support of country/senior management team through information provision: Investigation of variance highlighted in monthly Management Information pack. Contribution to corporate reporting tools for risk, financial compliance and performance:***Key relationships:*** *(include internal and external)*Internal: includes Country Director, Customer Service team, Finance team, Facilities team, Academic Manager, Regional Exams Management Team, Exams Officers, Invigilators, Examiners, External: includes exam boards, IELTS partners, CIPS, other professional bodies, Mauritius Examinations Syndicate, local partner organisations (particularly venue partners), schools for young learner exams; IELTS partners in Madagascar and Seychelles***Other important features or requirements of the job*** Unsociable hours – some exams take place at evenings or weekends, and the post holder will sometimes have to be present to ensure exam security. Occasional regional travel required. |
| Please specify any passport/visa and/or nationality requirement. | Must have prior approval to live and work in Mauritius |
| Please indicate if any security or legal checks are required for this role. | Morality certificate required |

### Person Specification (Please note that more details on the level of behaviours is available on Appendix A)

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|  | **Essential**  | **Desirable**  | **Assessment stage** |
| **Behaviours** | * Creating shared purpose – Essential
 |  | Required for the position but not used in recruitment process |
| * Working together – Essential
 |  |
| * Shaping the future – More demanding
 |  |
| * Connecting with others – More demanding
 |  | * Interview
 |
| * Making it happen – More demanding
 |  | * Interview
 |
| * Being accountable – More demanding
 |  | * Interview
 |
| **Skills and Knowledge** | * Managing People – Level 3
 |  | * Interview
 |
| * Planning and Organising – Level 3
 |  | * Shortlisting / Interview
 |
| * Managing Finance and Resources – Level 3
 |  | * Shortlisting / interview
 |
| * Managing Risk – Level 3
 |  | * Shortlisting / interview
 |
| * Developing Business – Level 3
 |  | * Shortlisting / Interview
 |
| * Proficiency in English and French
 |  | * Shortlisting
 |
| * Using Technology – Level 2
 |  | * Required for the position but not used in recruitment process
 |
| * Communicating and Influencing – Level 2
 |  |
| * Managing Accounts and Partnerships – Level 2
 |  |
| **Experience** | * Track record of successful exam and associated event management
 |  | * Shortlisting and Interview
 |
|  | Experience of Monitoring Evaluation and Learning for business success | * Shortlisting
 |
|  | Experience in social media and web based communications | * Shortlisting
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| **Qualifi-cations** | * Degree or equivalent in relevant subject area
 |  | * Shortlisting
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| Submitted by | Tris Bartlett | Date | 25 July 2016 |