Role Profile

Exams Operations Manager, Uzbekistan (product-based)

|  |  |  |  |
| --- | --- | --- | --- |
| Role information |  |  | |
| Role type | **Pay band** | **Reports to** | |
| Business Delivery | **Grade 6 / G** | **Head of Exams Business Uzbekistan / Regional Operations Manager Wider Europe** | |
| Role purpose | | | |
| The purpose of this role is to ensure successful delivery of Aptis exams in Uzbekistan. This role is ultimately responsible for meeting exams demand, capacity and costs management, as well as guiding and coaching operations team members for efficient test day delivery, while maintaining high customer service quality, exams integrity and compliance standards.  The role is also expected to support other exams operations at country level if and when there is such a need. | | | |
| Role context | | | |
| The English and Examinations Strategic Business Unit (E&E) is one of three strategic business units in the British Council (the others being Arts and Education & Society) all of which have the remit to build trust for the people of the UK by building relationships through aspects of our language and culture. E&E achieves this by enabling people across the world to access the life-changing education and work opportunities that are created by learning English or gaining valuable UK qualifications. Promoting the English language also provides a medium for communication, helping break down barriers of misunderstanding or mistrust between cultures. The British Council’s vision for English & Examinations is to be the world authority in high quality English language teaching, learning and assessment, as well as the International distributor of choice for UK professional and school qualifications. | | | |
| Main accountabilities | | | |
| Leadership & management   * Motivates and encourages team performance. * Plans and prioritises country's operational activities, and supports team development towards effective delivery of services * Manages day to day performance of country operations team, dealing with sickness, discipline, motivation etc., to ensure high quality service delivery is maintained at all times * Tasks and coordinates others (e.g. third-party suppliers, external partners and internal colleagues) to complete activities in accordance with agreed service delivery/ contractual/ project milestones or requirements (e.g. cost schedules, time deadlines etc).   Service and product delivery support   * Implements a range of standardised, operational procedures and systems within a given work plan to achieve specified, clearly measurable targets (revenue, volume, time and/or cost) * Receives instructions and requests cluster leadership, plans and organises given resources accordingly (often at short notice) to ensure that work is carried out efficiently and effectively * Adapts work plans where necessary to meet customer expectations. * Drives continuous improvement at country level in the efficiency/cost effectiveness/quality of service delivery * Uses a range of standardised systems and processes to plan and coordinate effective, timely and cost-effective logistical support to enable the delivery of high-quality services to a range of customers (internal and/or external)   Risk & compliance   * Uses standardised processes to monitor team/unit compliance with agreed corporate risk management procedures relevant to service delivery (e.g. child protection, security policies, financial protocols, anti-fraud measures and Information Management) to protect the interests of the British Council and its customers at all times. * Highlights to senior managers any instances of non-compliance. * Ensures team receive and maintain appropriate induction/training in all relevant risk management procedures. * Uses standard corporate protocols to assess a range of risks for the service/product/programme delivery. * Makes appropriate contingency plans to manage delivery safely and effectively in challenging or high-risk circumstances.   Customer service   * Takes end-to-end accountability for researching and obtaining satisfactory and timely resolution of complex/escalated customer (internal or external) operational complaints and issues, coordinating input from other colleagues/departments/managers as required, to do so. Ensures the customer is kept informed throughout the process.   Relationship & stakeholder management   * Develops good working relationships with appropriate colleagues to facilitate effective and efficient service delivery. * As required, supports the Head of Exams Business in hosting/attending external events or meetings, ensuring these run efficiently and effectively and that a positive, professional image is projected.   Analysis & reporting   * Uses agreed financial procedures/templates, conducts monthly and year-end analysis and reporting on income and expenditure/ profitability and risk/pipeline/actual performance versus plan targets   Commercial & resource management   * Directly plans and controls specific cost variables (rather than the total budget) to meet established targets, ensuring compliance with all relevant corporate financial systems and processes * Actively seeks to maximise value for money when acquiring resources, goods or services for the country operations. * Operates and runs regular reports on financial processes and procedures to enable effective budget and resource management. | | | |
| Person specification | | | |
| British Council core competencies | | | |
| Managing people (level 2).  Supervises a small team of people doing similar jobs to deliver short term tasks to agreed quality and time standards.  Communicating and influencing (level 2).  Displays good listening, writing and speaking skills, setting out logical arguments clearly and adapting language and form of communication to meet the needs of different people/audiences.  Planning and organizing - Level 2  Organises own work over weeks and months, or plans ahead for others, taking account of priorities and the impact on other people.  Finance and resource management (level 2)  Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team. Applies a range of standard analytical techniques to conduct cost/benefit analyses and recommend improvements to current initiatives  Managing risk (level 1). Follows good practices  Demonstrates understanding of risk management policies and procedures and record of following them. | | | |
| Role specific skills | | | |
| * Staff management and Interpersonal skills * Written and oral communication skills * Organizational and planning skills * Critical thinking and problem-solving skills * Technical proficiency * Time management * Budget management | | | |
| Role specific knowledge and experience (max 450 words in total, 10 bullet points) | | | |
| Minimum/essential   * Minimum three years of relevant work experience (management, operations, and leadership) * Experience of working with a diverse and dispersed team * Experience in managing risk | | | |
| Desirable   * Experience working in Exams environment * Experience of leading on delivery of computer-based exams | | | |
| Language Requirements | | | |
| The British Council systems and global processes operate in English. Written and verbal proficiency in English and Uzbek or Russian is required. | | | |
| Education | | | |
| Minimum/essential  University degree in a relevant field (at least a bachelor's degree in business, administration, management or another relevant qualification) | | | |
| Additional job requirements | | | |
| Proof of Identity requirements/right to work in country  Candidates are expected to have researched whether they have the right to live and work in the country in which the role is based. Given that our offices have different legal status depending on the work we do in those countries, we recommend that you contact HR in country for additional information on the likelihood of securing a visa. Only at its discretion will the British Council provide support so please check first whether visa support is offered.  Background Checks  Initial and continuing employment with the British Council is subject to an annual background check. The job undertaken defines the nature of check(s) and assessment applied. | | | |
| British Council values and behaviours | | | |
| British council values and behaviours are applicable across our organisation, in all roles and at all levels. They are important because they say what we stand for at the British Council and help us to deliver our strategy. We use them to guide our decision making, as well as guiding how we treat one another and the people we work with. These will be assessed in the selection process. Our values are:  Open and Committed; Expert and Inclusive; Optimistic and Bold.  The behaviours for each values pair can be found on our [Intranet SharePoint site](https://britishcouncil.sharepoint.com/about-us/Values/Pages/How-we-behave-says-who-we-are.aspx) for internal staff and at our Careers portal for external applicants. | | | |
| For Recruiter / Hiring Manager use only | | | |
| Proof of Identity requirements/right to work in country  Candidates are expected to have researched whether they have the right to live and work in the country in which the role is based. Given that our offices have different legal status depending on the work we do in those countries, we recommend that you contact HR in country for additional information on the likelihood of securing a visa. Only at its discretion will the British Council provide support so please check first whether visa support is offered. | | | Shortlisting |
| Background Checks  Initial and continuing employment with the British Council is subject to an annual background check. The job undertaken defines the nature of check(s) and assessment applied, please identify the one screening category considered relevant for this job:  (Further guidance [here on the intranet](https://britishcouncil.sharepoint.com/hr/Recruitment/Pages/Pre-AppointmentScreening.aspx)) | | | Offer |
| Senior Manager (PB9/SMP and all head of function/business area, Director or Country Director jobs at PB7/8). | | | No |
| Enhanced (Finance people directly managing expenditure or revenue of or more than £1 million e.g. payroll, procurement, accountancy/controller). | | | No |
| Enhanced Plus (The job is considered regulated if the role holder has frequent (minimum of once a week) or intensive (more than 4 days in one month) occurs in a place giving access to children (e.g. School) or is the line manager of others undertaking regulated activity) | | | No |
| Standard Screening (If none of the above categories apply then the role is subject to standard screening) | | | Yes |
| Role Profile completed by | | | **Date** |
| Name: Andrey Maksakov | | | 19.04.2023 |