

Job Title	Exams Administrative Assistant		
Directorate or Region	SSA	Department/Country	Exams
Location of post	Lusaka, Zambia	Pay Band	Country Appointed Pay Band 2
Reports to	Exams Services Manager	Duration of job	Full-time (Four-year fixed term contract)

Purpose of job:

To support the Exams Services Manager and (sectoral) Account Executives in the delivery of exams administration, in accordance with Examinations Quality Standards & exam board specifications.

Context and environment:

This post will be managed by the Exams Services Manager. This post requires generic administrative, financial and customer service skills. In addition to requiring very good administrative skills, the role includes meeting (or exceeding) customer service standards, and mystery shopping specifications.

The post holder is expected to assist Account Executives across all sectors: Professional, University/IELTS and Schools, and provide administrative support for any of the exam products offered in Zambia: IELTS, CIPS, ACCA, IMIS, CIE, Edexcel etc.

Accountabilities, responsibilities and main duties:

The postholder will be accountable to the Exams Services Manager for the successful delivery of specific administrative activities associated with the delivery of exams.

The postholder will be responsible for supporting the Examinations Team with administration of specific examinations products within the BC Zambia product offer.

Specific duties will include:

- Financial tasks:
 - Raising purchase orders for operational expenditure items
 - Assisting finance staff and Account Executives with income reconciliation preparations
- Activity and exams administration
 - Logistical planning (booking accommodation, venues, travel, examiners, invigilators etc)
 - Receiving exams papers and ensuring secure storage, despatching exam papers to boards
 - Supporting examination activity and event implementation

- Collecting scorecard data for exams activities
- Compiling spreadsheets and inputting data entries
- Ensuring that all examinations activities are consistent with key equal opportunities and diversity principles
- General support, including e.g.:
 - Customer Service management
 - Telephone, email and F2F customer management
 - Management of general email enquiries

Key relationships:

Internal: Exams Services Manager, Country Exams Manager, Account Executives, finance team, venue staff (i.e. supervisors and invigilators)

External: UK exams boards; exam candidates; venues; vendors

Other important features or requirements of the job

Examinations work requires occasional work outside conditioned hours, for example in the evenings or at weekends. Overtime or TOIL should be agreed with the line manager in advance to maintain an adequate work-life balance. Postholders may be required to travel abroad on BC business and should therefore hold valid travel documents.

Please specify any passport/visa and/or nationality requirement.

Right to live and work in Zambia

Please indicate if any security or legal checks are required for this role.

None

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	Connecting With Others (Essential)	Creating Shared Purpose (Essential)	Interview only
	Working Together (Essential)	Shaping the Future (Essential)	Interview only
	Being Accountable (Essential)		Interview only
	Making It Happen (Essential)		Interview only
Skills and Knowledge	Computer skills	Ability to communicate well with others	Shortlisting & interviewing
	Office administration skills		Shortlisting & interviewing
Experience	Some form of administrative experience	Previous work experience in education or exams	Shortlisting & interviewing
Qualifications	University degree or diploma from a recognised education provider	Recognised qualifications in administration and/or computer skills	Shortlisting

Submitted by	Craig Ewan	Date	February 2015
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