

Role Profile

Marshal

Role information

Role type	Pay band	Reports to
Business Delivery	Grade K	Exams Officer

Role purpose

- 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.

Role context

- 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.
- 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 Assessment International Examinations (CAIE) and Edexcel International, a range of professional and university qualifications such as ACCA (accounting).
- As a Marshal, 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

Main accountabilities

Programme/service support

- 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 as required by the schedule of examinations.
- Follow all relevant standards & procedures, based on training and reference materials provided by British Council Examinations Services and the relevant Exam Boards
- Be familiar with the emergency procedures for the test day venue.
- Support the supervisor and invigilators to ensure that candidates have a positive and consistent test day experience and a positive image of the British Council.
- Complete all reports, logs and claims accurately as required by British Council Examinations Services.
- Follow all relevant guidelines and policies in the areas of: Data Protection, Child Protection, Health & Safety, Equal Opportunities and Diversity, and Anti-Fraud.
- Report any incidents, emergencies or breaches of security to the appropriate test day supervisor.
- Work with the test day supervisor to promote and ensure the wellbeing of candidates at all times. In case of emergencies, follow correct procedures.
- Additional duties in line with the role may be required.

Customer support

- Enable good customer flow by giving candidates clear direction and answering their enquiries.
- Ensure that candidates follow the agreed exam procedures regarding the location and security of their belongings.
- If required, assist the invigilators and supervisor to conduct candidate entry, exit, identity checks and Test Day Photography procedures according to exam requirements.

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, Safeguarding, Health & Safety, Equal Opportunities and Diversity, Anti-Fraud, Identity Checks as required.

Other important features or requirements of the job:

- Some marshals may be required to travel, including overnight stays. The majority will not have this requirement. During the recruitment process you will be asked to indicate your willingness to travel.
- You must have a basic level of computer skills as you need to communicate with the British Council using emails, text and the internet, and may need to use the internet during test days for administrative purposes.
- 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 as privacy and silence are required for examinations.

Person specification

British Council core competencies (sometimes referred to as Core Skills)

Using technology Level 1: Operates as a basic user of information systems, digital and office technology. Able to use British Council systems and software, and the internet, to do the job and manage documents or processes.

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.

Communications in English level 1: Communicates clearly and effectively. Listens to others and expresses self clearly, with grammatical accuracy and awareness of a diverse audience in speaking and writing.

Role specific knowledge and experience (max 450 words in total, 10 bullet points)

Minimum/essential

Customer Service: experience of responding to children/ young adults and parents' needs (as customers) in a professional manner, to a high level of quality.

Desirable

Awareness of safeguarding and promoting the welfare of children

Language Requirements

The British Council systems and global processes operate in English. Written and verbal proficiency in English is required.

Education

Minimum/essential

- Must have completed at least 2 years of tertiary education

Desirable

- Bachelor's Degree

Additional job requirements (max 450 words in total, 10 bullet points)

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

We are open and committed (Essential):

- I make decisions based on evidence and a range of views and ideas
- I communicate clearly and honestly
- When I don't know the answers, I ask questions to find out what is needed
- I am accountable for my actions and ask for feedback which I act upon

We are expert and inclusive (Essential):

- I treat people with respect and kindness so they are empowered to share their opinions and concerns
- I share my knowledge and expertise for the benefit of others
- I help to create a sense of belonging and trust
- I commit to the learning and development of myself and others

For Recruiter / Hiring Manager use only

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Shortlisting

Standard Screening

Yes /No

Role Profile completed by

Date

Name: Aaron Austria, Cluster Resources Manager SEA2

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