

THE UNIVERSITY OF NOTTINGHAM
Recruitment Role Profile Form

Job Title: IELTS Centre Co-ordinator

School/Department: International Office

Job Family and Level: Administrative, Professional and Managerial Level 3

Contract Status: This post will be offered on a fixed-term contract for 1 year

Hours of Work: Full-time (36.25 hours per week)
(plus additional working hours on pre-arranged Saturdays throughout the year)

Non-Test Week:
Mon-Fri: 7.25hr/day (36.25hr working week)

Test Week:
Tues-Fri: 7.25hr/day
Sat: 07:45-18:30/18:45 (approx.)
NB additional hours worked over the standard 7.25 will be taken as time off in lieu or paid as overtime

Location: Jubilee Campus

Reporting to: IELTS Centre Manager

Purpose of the Role:

The IELTS Centre Co-ordinator plays an integral role in supporting the development, expansion and implementation of the University's IELTS (International English Language Testing System) examination and all related activities. The role is crucial to the smooth running of IELTS test sessions/administration and includes significant staff supervision, responsibility and accountability.

Main Responsibilities	% time per year
<p>1. <u>Candidate Management</u> Process IELTS applications using appropriate IT systems. This includes checking applicant eligibility, test date capacity and payments. Administer the documentation and processes for all applicants in accordance with the IELTS regulations with a view to ensuring maximum capacity on all test dates throughout the year.</p> <p>Receive and respond to enquiries in person and via email, phone and letter from within the University, prospective test takers, Test Partners and external institutions. Provide advice on University of Nottingham IELTS tests, ensuring a prompt and efficient service is delivered. Resolve simple and complex queries whilst ensuring a high level of customer service and professionalism is maintained at all times.</p> <p>Assess the eligibility of special arrangement candidates and approve documentation as required. Make adequate provisions to accommodate their unique requirements.</p> <p>Liaise with feeder colleges, universities and organisations to meet their requirements and promote a positive image of the IELTS centre and the</p>	30%

	<p>University of Nottingham. Proactively maximize candidate numbers to the highest possible capacity.</p> <p>Utilise numerous IELTS systems and databases for pre-test, test day and post-test administration. Resolve complex issues as they arise, often under significant time pressure and limited/no support.</p> <p>Carry out the inputting of IELTS scores, verification of results, production of IELTS certificates and downloading of speaking test recordings against rigorous procedures and deadlines.</p> <p>Using specific IELTS guidelines, follow up post-test enquiries such as requests for duplicate certificates, appeals, refunds and transfers.</p>	
2.	<p><u>Pre- and Post-Test Administration</u></p> <p>Take lead responsibility for pre- and post- test day administration and carry out checks accordingly.</p> <p>Prepare test day administration documentation including the generation of seating plans, attendance registers, desk labels, examiner speaking/writing apportionments, allocation of invigilator roles and accountability records. Prepare all materials required for the examiners and invigilators and produce appropriate signage.</p> <p>Set up test day equipment such as cameras, laptops and digital recorders. Resolve IELTS system technical issues to ensure all deadlines are met.</p> <p>Maintain the security of IELTS materials at all times and arrange the disposal of confidential materials within strict deadlines. Ensure the secure processing and usage of materials is accounted for using specific recording processes by all staff.</p> <p>Liaise with other departments in the university such as estates, timetabling, porters, and information services as required to ensure test days run smoothly.</p>	20%
3.	<p><u>Staffing</u></p> <p>At least once a month, manage an IELTS test day at The University of Nottingham and off-site venues where necessary. This will involve supervising/managing the work of up to 27 casual members of staff on the day, making independent decisions and having full accountability. Autonomously respond to complaints and escalated issues.</p> <p>Support the centre's staffing base of approximately 45 casual and fixed-term invigilators, examiners, clerical markers and administrative staff. Reschedule staffing and roles to meet centre requirements - often at short notice.</p> <p>Train and supervise the IELTS assistant and invigilators in their duties, ensuring compliance at the highest level on an ongoing basis. For example, checking candidate fingerprints and photographs against IELTS Test Partner standards, inspecting key documentation and carrying out verification processes using the IELTS systems and procedures.</p> <p>Ensure all security and confidentiality arrangements are adhered to by staff at all times.</p> <p>Recruit additional members of staff including invigilators, examiners, clerical markers and administrative staff.</p>	20%

	<p>If required, train staff with particular focus on the invigilators, clerical markers and IELTS assistant(s). Restructure roles and support all staff on an ongoing basis as necessary.</p> <p>Produce checklists and instruction manuals/sheets for staff to aid training and maintaining standards.</p> <p>NB The position will also include some lifting and transporting of equipment from one building to another and occasional invigilation of examinations with the team of invigilators.</p>	
4.	<p><u>Deputise for IELTS Centre Manager (as required)</u> Manage test days/staffing and deal with complaints/issues as they arise on the test day and during the working week. Escalate to the test partners as required.</p> <p>Ensure the quality control of the centre's activities is maintained at all times and by all staff. Take the lead in accommodating unannounced Audit visits from the IELTS Test Partners.</p> <p>Liaise with the British Council and other test partners to ensure the University complies with strict contractual requirements for the management of IELTS for the East Midlands region. As a result of test partner communication/policy changes, implement short notice requirements to procedures.</p> <p>Liaise with the University's finance department on urgent finance-related issues. Monitor, approve and submit pay claims for all casual staff to the payroll department and carry out the relevant checks and follow-up action if required by the HR or payroll departments.</p> <p>Submit urgent examiner monitoring and take the required action. For example this may involve providing advice and feedback to examiners and rescheduling their work if suspended at short notice.</p>	10%
5.	<p><u>Marking</u> Carry out 1st and 2nd marking of the listening and reading papers objectively and accurately against an answer key. Assign scores and maintain consistent marking accuracy against the strict clerical marking policies and procedures.</p> <p>Once qualified and experienced, train to become a clerical marker trainer. This will involve providing monitoring/feedback to markers on a regular basis and running training sessions.</p>	10%
6.	<p><u>Marketing</u> Carry out extensive research, marketing exercises and tactics to maintain our competitive position as an IELTS Test Centre for the East Midlands area.</p> <p>Research and create effective marketing materials and maintain a visible presence throughout all University of Nottingham campuses and externally.</p> <p>Update and develop the website accordingly.</p>	5%
7.	<p><u>General</u> Support the International Office with general office duties and large scale events. This may include organisation of an event, attendance at a key event as an International Office representative or general support for the team's events.</p>	5%

Knowledge, Skills, Qualifications & Experience

	Essential	Desirable
Qualifications/ Education	<ul style="list-style-type: none"> • HNC or HND in a relevant subject (or equivalent) • GCSE (A*-C) English Language (or equivalent) • Significant experience within an office/administrative environment 	<ul style="list-style-type: none"> • English Language teaching qualification
Skills/Training	<ul style="list-style-type: none"> • Extensive IT knowledge/skills and highly proficient in the use of Microsoft Office. Comfortable using new systems quickly • Able to maintain strong working relationships with IELTS staff as well as candidates, University colleagues, senior management and external institutions • Strong intercultural communication skills and proven empathy for different cultures and levels of English language ability of international test takers • Proven ability to follow strict procedures and have an exceptional detail-orientated and conscientious approach • Highly organised, self-motivated and committed, with the ability to work efficiently with minimal supervision and to prioritise tasks independently • Demonstrate a high degree of personal initiative, accuracy, accountability and responsibility 	<ul style="list-style-type: none"> • Report writing skills
Experience	<ul style="list-style-type: none"> • Experience of planning own work activities in response to the differing needs of a department • Ability to independently resolve complex internal and external queries and to provide a high level of customer service whilst working to strict deadlines • Able to work well under pressure in a busy environment • Adaptable to new processes as required by changing IELTS and University procedures and legislation • Awareness and experience of cross-cultural issues 	<ul style="list-style-type: none"> • Management/supervisory experience • Previous experience working in an IELTS test centre • Previous experience of working in international education • Experience utilising Content Management System (CMS) or similar
Other	<ul style="list-style-type: none"> • A flexible and reliable approach towards working patterns is required as there will be some compulsory Saturday working 	