

**Examination Services (for the British Council) Registration Office
Royal Institute of Management
Semtokha**

Vacancy Announcement

The Examination Services Registration Office, located at the Royal Institute of Management is pleased to announce the following vacancy on contract term for 18 months with possible renewal based on performance;

Position Title	Slot	Qualification and Knowledge required	Marks Criteria	Monthly remuneration	Employment Type
Exams Admin Support Officer	2	Minimum a Bachelor's Degree in any field	Degree-50% (minimum 55% in English), and class XII 50% (minimum 55% in English) 5 candidates will be shortlisted for each vacancy based on merit ranking in terms of academic results. Degree-50%, Class XII-50% Final Selection: Will be based on the following weights: <ul style="list-style-type: none">- Degree and Class XII average marks 50%- Personal Interview 50%	30,000/-	Consolidated Contract

Interested applicants may submit their application latest by 14th June 2023 at 5 PM via email to rinen_tshomo@rim.edu.bt. For further information please contact Ms. Rinchen Tshomo @ 352013/14 or 17300913.

Documents required are:

1. Curriculum Vitae (CV).
2. Copy of Academic Transcripts.
3. Copy of Citizenship Identity Card (CID).
4. A valid Security Clearance.
5. A valid Audit Clearance (If employed)

6. Medical Fitness Certificate
7. Short-listed applicants must produce the original documents during the time of the interview.
8. No objection certificate from the Parent Organization (If employed).
9. Any relevant reference/recommendation letter (If any).

Note:

The job Profile has been attached for kind reference.

Role Profile

BC Admin Support Officer

Role purpose

The role provides administrative and logistical support to deliver British Council tests in Bhutan. This will ensure that all exams meet required standards and compliance.

The position is also a key point of contact for the British Council. He/she will ensure smooth co-ordination between RIM/British Council in order to provide a quality service to the exams customers. The role supports business development activity by helping build/maintain relations with customers and local businesses. This helps achieve the objective of increased exams volume compared to other tests available in Bhutan.

Main accountabilities

- **Using British Council systems to assist in delivering IELTS exams and participating in all relevant trainings regarding system and product updates**
- **Working with the British Council Bangladesh team being the main point of contact at RIM**
- **Helping candidates in exam registration and supporting smooth delivery of exams**
- **Resolving customer queries and complaints**
- **Verifying exam payments as per agreed timeline**
- **Assisting in arranging transport and technical and non-technical equipment needed on test days – signage / banners / Exam Desk Management and Exam Venue Management / microphones and sensors / technology for computer delivered tests**
- **Conducting IELTS exams following exams standard and compliance**
- **Managing and maintaining stocks: Equipment, Stationaries, Confidential materials**

- Providing support to the wider Exams team in Bangladesh enforcing positive working relationship
- Maintaining good working relationships with related stakeholders- British Council staff, Education Agents in Bhutan, RIM staff, Venue Staff, DHL
- Ensuring smooth exam delivery: monitoring and supporting Venue Staff on test day, doing troubleshooting as necessary and reporting incidents to the appropriate channel
- Managing the storing and sorting of confidential materials and technical equipment
- Working closely with DHL to ensure smooth receive/handover of confidential material/ result shipments as per agreed timeframe
- Supporting in reconciling exam materials and scripts
- Ensuring completion of the relevant logs as per guideline
- Sharing insights on Bhutan market and competitors. Actively supporting business growth
- Collaborating with the British Council Exams Managers to resolve and manage (internal or external) complaints and requirements for support
- Reporting on Venue Staff performance monitoring
- Resolving and reporting any issues proactively to add value and ensure smooth delivery of examination services in Bhutan
- Working on flexible working hour. Staff has to work in roster and Saturday/Sunday will be considered as weekday

Language Requirements

The British Council systems and global processes operate in English. Written and verbal proficiency in English is required at minimum **CEFR B1**

Education

Graduate degree in any subject