

**INDIVIDUAL CONSULTANCY OPEN COMPETITIVE SELECTION**

**Part 1: Advertisement**

**DATE: 29 June 2021**

**Title: Individual Consultancy –** **Exams Operations**

The British Council is the United Kingdom’s international organisation for cultural relations and educational opportunities. Its core mission is helping young people, influencers and future leaders in the UK and worldwide realise their potential by connecting them with each other and the UK through arts and culture, education, and the English language.

The British Council was established in Uganda in 1952, was closed in 1972 and re-opened in 1984. The population of Uganda is around 44 million, 70% of whom are under the age of 24 – Uganda has the world’s largest percentage of people under the age of 30. We have good relations with Government, ARTS and cultural organisations, academia, and increasingly corporate organisations. We continue to build on these partnerships to expand our reach and impact. We deliver significant programmes throughout the year with various partners in the ARTS, Education and Society and Governance. We occupy a major place in the English language assessment market in Uganda as well as working with other examination boards; we are exploring opportunities for expanding this work even further.

1. **Exams**

The Examinations Strategic Business Unit (English) is one of three strategic business units in the British Council (the others being Arts and Education) 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.  English 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 2020 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.

The British Council intends to hire an individual consultant under short term consultancy to support the exams management, operations and delivery in Uganda as per the requirements below:

**Role Title**: **Exams Consultant**

**Required qualifications and experience**:

* At least a first degree in Education, social sciences or development studies or equivalent.
* At least three years’ experience in managing people, processes and operations.
* Experience in organising events and/or campaigns, face-to-face and particularly virtual
* Ability to create and maintain good interpersonal and professional relationships with internal colleagues
* Strong organisational skills and demonstrated ability to manage and oversee multiple tasks simultaneously
* Excellent report writing skills in English
* Demonstrated intercultural competence taking into account the complex cultural landscape in Uganda
* Excellent IT skills and demonstrated ability to use Excel, Word, Outlook, and social media platforms
* Fluency in English (essential)

**Benefit package**: Monthly fee calculated at daily rate depending on experience and/ or qualifications.

**Duration**: 3 months from date of signing contract with a possibility of extension for another 3 months.

**HOW TO APPLY**

Please submit your CV and response to [ammar.ahmed@britishcouncil.org](mailto:ammar.ahmed@britishcouncil.org) copying [Christopher.Odida@britishcouncil.or.ke](mailto:Christopher.Odida@britishcouncil.or.ke) [. The](file:///C:\Users\poojakingsley\AppData\Local\Microsoft\Windows\Temporary%20Internet%20Files\Content.Outlook\106HJ2DS\.The) email subject should be clearly indicated as ‘**Exams consultant**, **Uganda**

The submission deadline is **Friday** 16 **July 2021** (5.00 p.m. Uganda time).

**Part 2: Terms of Reference**

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| Main Accountabilities: | | | | |
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| **Product Service Delivery**   * 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 and 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)   **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 Operations in hosting/attending external events or meetings, ensuring these run efficiently and effectively and that a positive, professional image is projected.   **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) to protect the interests of the BC 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 in to service/product/programme delivery. * Makes appropriate contingency plans to manage delivery safely and effectively in challenging or high-risk circumstances.   **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.   **Leadership & management**   * Motivates and encourages team performance. * Will be formal line manager to a small, local team of more junior staff * 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).   ***Please note that we expect the consultant to come to our office for operations management, potentially throughout this period.*** | | | | |
| Key Relationships: | | | | |
| ***Internal***   * *Regional Operations Manager* * *Business Assurance* * *Country/Geography BD* * *Planning Manager* * *Resource Pool Manager* * *Customer Services* * *Finance, Resource, HR, GIS, Procurements* * *Country Director*   ***External***   * *Venue Staff* * *Examiners* * *Venues* * *Exams partners and agents* * *Exam Boards* * *Receiving Organisations* * *Exam candidates* * *B2B Customers* * *Technical support providers* | | | | |
| Role Requirements: | | | | |
| **Threshold requirements:** | | | | **Assessment stage** |
| **Passport requirements/ Right to work in country** |  | | | Shortlisting |
| **Direct contact or managing staff working with children?** | Yes  IF YES. Appropriate police check | | | N/a |
| **Notes** |  | | |  |
| **Person Specification:** | | | | **Assessment stage** |
| **Qualifications** | | | | |
| ***Minimum / essential*** | | | ***Desirable*** | ***Assessment Stage*** |
| * Relevant experience of overseeing production of goods/provision of services | | | *University degree in any subject or relevant qualification* | Shortlisting |
| **Role Specific Knowledge & Experience** | | | | |
| ***Minimum / essential*** | | ***Desirable*** | | ***Assessment Stage*** |
| * Experience of planning and delivery in a fast paced operational environment at a management level * Experience managing small teams or demonstrating management potential * Experience of delivery change and ensuring that new ways of working are embedded | | * Experience working in Exams environment * Experience of leading on delivery of computer based exams | | Shortlisting |
| **Role Specific Skills (if any)** | | | | ***Assessment Stage*** |
| * *N/A* | | | | Shortlisting AND Interview |
| **British Council Core Skills** | | | | ***Assessment Stage*** |
| **Communicating and influencing (level 2). Relates communications to circumstances.**  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.  **Managing people (level 2).**  Supervises a small team of people doing similar jobs to deliver short term tasks to agreed quality and time standards.  **Finance and resource management (level 2)**  Uses corporate financial systems and processes appropriately as part of the job and on behalf of a team.  **Managing risk (level 1). Follows good practices**  Demonstrates understanding of risk management policies and procedures and record of following them.  **Commercial and business development (level 1)**  **Reviews data**  Applies a range of standard analytical techniques to support business development – e.g. pricing tools, revenue tracking, monitoring sales prospects, audience figures or profit margin. | | | | *Shortlisting AND Interview* |
| **British Council Behaviours** | | | | ***Assessment Stage*** |
| **Connecting with others (Essential):**  Making regular opportunities to understand others better  **Working together (More demanding)**  Ensuring that others benefit as well as me  **Making it happen (More demanding):**  Challenging myself and others to deliver and measure better results  **Shaping the future (Essential).**  Looking for ways in which we can do things better | | | | *Interview* |
| **Prepared by:** | | | | **Date:** |
| Serah Mercy Njeri Cluster Head of Operations | | | | June 2021 |

**Timeframe and duration of the consultancy**

The duration of the consultancy opportunity 3months with a possibility of extension by a period not exceeding 30 days subject to satisfactory performance and relevance of need. The British Council will be undertaking monthly performance reviews. Poor performance shall lead to contract termination in line with the consultancy contract terms and conditions.

**Part 3: Consultant response guide**

**The consultant will submit a 1 to 2-page cover letter, a 2 to 3-page CV, and a 5 (maximum) page response guided by the details below.**

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| --- | --- | --- |
| **Criteria** | **Weighting** | **To be assessed** |
| Essential criteria | Met/Not met | Application |
| Experience | 50% | Application and interview |
| Competencies | 30% | Application and interview |
| Commercial | 20% | Application & Stage 4 |

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| --- | --- | --- |
| **Experience** | | |
| **ID** | **Cat.** | **Requirement** |
| **Q01** | **MR** | Give details of ***three*** professional experiences you have that are relevant to this assignment. (Attach relevant copies of the testimonials) |
| **Consultant Response:** |

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| **Competencies** | | |
| **ID** | **Cat** | **Requirement** |
| **COM01** | **MR** | Referring to the competencies as set out in the TOR (listed under Role Specific knowledge, experience, and skills), please set out how your personal skills and attributes align with these. |
| **Consultant Response:** |
| **COM01** | **MR** | What will success look like in the first 30 days should you be the consultant, considering the opportunities and challenges that could be presented in this role? |
| **Consultant Response:** |

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| **Commercial** | | |
| **ID** | **Cat.** | **Requirement** |
| **Consultant return** | **I** | This consultancy will attract a day rate depending on skills, competence, and experience in programmatic work in the past of comparable magnitude, scope, and environment.  Please submit your day rate. The day rate shall be assumed to be indicative and inclusive of all applicable taxes, including VAT. Your day rate should also take into consideration that you may be required to take on insurance.  The contract will be settled in local currency equivalent.  Day rate: |

**Part 4 – Evaluation criteria**

The evaluation will be in 4 stages:

Stage 1

The submission will be reviewed for completeness, including the cover letter, consultant’s CV, day rate and the response to the qquestions in Part 3 above. Incomplete submissions will be rejected and not considered for Stage 2. Complete submissions will go on to Stage 2.

Stage 2

This will involve evaluation of the cover letter, CV, and consultant response. The results of this will be a shortlist of potential consultants who will be invited for Stage 3 of the evaluation, which will be interviews.

Stage 3

Shortlisted potential consultants will be invited for interview, which will follow the standard British Council interview process (this may include a technical assessment relevant to the role, which the candidate will be informed of in advance).

Stage 4

The successful consultant will be contacted to finalise the commercial terms of the contract and the consultancy contractual provisions.

The successful consultant will be issued with a consultancy contract in line with British Council standard contract terms and conditions and ***not*** an employment contract.

At the end of each evaluation stage, the unsuccessful applicants will be promptly informed of the decision with reasons why the submission failed to meet the criteria.

**Part 5 – Submission declaration**

I confirm that the documents set out in the submission/ return are correct to the best of my knowledge and belief, having applied all reasonable diligence and care in the preparation of the response, and that the information contained within my response is accurate and truthful. Further I confirm that before participating in responding to this tender, I have accessed, read and understood safe and sustainability British Council policies covering (but not limited to) equality, diversity, inclusiveness, child protection, anti-money laundering, anti-terrorism, adults at risk, environmental protection, amongst others areas that may emerge at contract execution.

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| --- | --- |
| **Date:** |  |
| **Name (print):** |  |
| **Signature:** |  |
| **Title:** |  |