

## **Administrative Assistant: Pathways**

**Salary: £23,031 - £24,066 per annum (Grade 3)**

**Contract type: Full-time (36.5 hours per week), Permanent**

We're looking for highly organised individuals with a good eye for detail and passion for administration to come and join our Pathways team. You'll play a key role in ensuring exam candidates receive accurate and timely results and ensuring Schools/Colleges and other stakeholders receive excellent customer support.

### **The challenge**

At WJEC, we contribute to our education communities by providing trusted qualifications and specialist support, to allow our learners the opportunity to reach their full potential. This is a fantastic chance to be part of an organisation that both encourages and enhances the minds of tomorrow.

### **The role**

The role-holder plays an important support role to the team of 3. They'll have responsibility for: dealing with transfer candidates between schools/colleges, investigating missing exams scripts, assisting with the distribution of stationery and other confidential materials to schools/colleges and assisting with the processing and publication of results. They'll be a first point of contact for a number of external and internal customers, resolving general queries and referring more complex enquiries to other departments.

### **About you**

To flourish in this role, you'll be an organised, meticulous and enthusiastic individual who enjoys providing administrative support to others. You'll have strong interpersonal skills and seek jobs with high levels of customer service.

### **Benefits**

We offer a range of excellent benefits and take pride in being an inclusive and supportive place to work. Highlights include: 25 days annual leave per year (in addition to 16 statutory / additional holidays), free Welsh lessons, a competitive pension scheme and numerous family friendly policies.

To find out more about the role, or about working for us, please do not hesitate to contact our HR team ([HR@wjec.co.uk](mailto:HR@wjec.co.uk)) who will be more than happy to answer your questions.

**Closing date: 23:59; Sunday 30 March 2025**

**Interviews are expected to take place on Monday 14 April 2025**

## JOB DESCRIPTION

<b>Job Title:</b>	Administrative Assistant: Pathways
<b>Department:</b>	Series Delivery
<b>Section:</b>	Skills and Pathways
<b>Responsible to:</b>	Pathways/WBQ Senior Officer
<b>Grade:</b>	3
<b>Location:</b>	Cardiff
<b>Main purpose of Job:</b>	

The post holder will assist the Head of Service Delivery, Senior Managers, and Administrative Officers with a wide range of functions to ensure that candidates receive accurate and timely results and that centres and other stakeholders receive excellent customer support.

The postholder will, under the guidance of senior officers, have responsibility for specific projects and activities across the Skills and Pathways sections and support as required the GCSE and GCE functions. The activities can be rotated for development opportunities.

## Principal Duties and Responsibilities:

- Under the direction of a Senior Officer, to support and co-ordinate activities from a range of duties within Series Delivery such as:
  - Arrangements for 'transfer candidates' between centres
  - Investigating missing scripts
  - Co-ordinating certificates including full despatch and reprints
  - Processing controlled assessment/coursework and exam marks
  - Processing special condition and access arrangement applications
  - Analysing data and preparing reports
  - Developing the Series Delivery information for centres
  - Development and maintenance of specific databases
- To answer queries from centres and other stakeholders professionally, providing them with accurate information and, when necessary, referring them the appropriate person.
- To prepare, collate and check information
- To assist in preparing information for standardisation and awarding purposes.

- To access and utilise information held on the AS400, input and access data using internal IT systems and Microsoft Office software.
- To assist with the processing and publication of results.
- To organise the despatch of materials and stationery to centres
- To update series delivery documentation and upload on Hwb.
- To provide support for the Director of Assessment Delivery, Assistant Director – Customer Support; Head of Series Delivery and Managers, as required.

## **Other**

- To understand and comply with all WJEC policies and procedures detailed in the Staff Handbook; in particular, ensuring you understand your role and responsibilities in relation to Safeguarding, Information Security, GDPR, Confidentiality, Welsh language and Health, Safety and Environment.
- Participate actively in supporting the principles and practice of equality of opportunity as laid down in WJEC's Equality & Diversity Policy, embedding ED&I into all projects, policies and practices.
- To be a pro-active team-member, contributing positively to meetings and projects in support of WJEC aims and objectives.
- To engage in personal and professional development activities relevant to the role.
- To undertake other duties, as required, which are commensurate with the grade of the post.

Person Specification	
<b>Job title:</b>	<b>Administrative Assistant: Pathways</b>
<b>Department:</b>	Series Delivery
Highly Desirable criteria are the optimum skills and experience the applicant will ideally have. Desirable criteria are those which would add value to the job if present, and also include potential for growth and development into the role.	
Skills and Abilities	
<b>Highly desirable</b> <ul style="list-style-type: none"> <li>• Good written and verbal communication skills.</li> <li>• The ability to work to deadlines under pressure.</li> <li>• The ability to work in an organised and accurate way.</li> <li>• The ability to pay attention to detail.</li> <li>• The IT knowledge and experience to establish and maintain information systems.</li> <li>• The ability to contribute to the delivery of objectives as part of a team</li> </ul>	
<b>Desirable</b> <ul style="list-style-type: none"> <li>• An awareness of current developments in education, training and lifelong learning</li> </ul>	
Knowledge	
<b>Highly desirable</b> <ul style="list-style-type: none"> <li>• Sound IT Knowledge</li> <li>• General knowledge of examination systems, processes and procedures.</li> </ul>	
Experience	
<b>Highly desirable</b> <ul style="list-style-type: none"> <li>• Experience of working within a customer focussed environment.</li> <li>• Experience of answering queries from internal and external stakeholders.</li> <li>• Experience of completing work in order to meet critical deadlines.</li> </ul>	
<b>Desirable</b> <ul style="list-style-type: none"> <li>• Experience of using AS400</li> </ul>	
Training / Qualifications	
<b>Highly desirable</b> <ul style="list-style-type: none"> <li>• IT knowledge and experience including Word, Excel, Access, PowerPoint.</li> <li>• 5 GCSE's including English and Maths, or equivalent qualifications or demonstrable experience for the role.</li> </ul>	
Other Requirements	
<b>Highly desirable</b> <ul style="list-style-type: none"> <li>• Ability to work flexibly.</li> <li>• Willingness to learn and develop oneself.</li> </ul>	

