

Administrative Assistant (Script)

Salary: £24,510 - £27,147 per annum pro rata (Grade 4)

Contract type: Full-time (36.5 hours per week), fixed term until 28 February 2025

We're looking for highly organised individuals with a good eye for detail and passion for administration to come and join our Post Results Services team. You'll play a key role in managing activities for script scanning and ensuring examination centres 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 will be a key member of the team. They'll have responsibility for administering requests for, and the checking of, scripts, the preparation of scripts for scanning and delivering post results outcomes. They'll be a first point of contact for a number of external and internal customers, resolving general queries and providing excellent customer service.

About you

To flourish in this role, you'll be an organised and meticulous individual with the ability to work under pressure and adhere to deadlines. You'll have strong interpersonal skills with the ability to work both collaboratively and independently.

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.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact our HR team (HR@wjec.co.uk), who will be more than happy to help.

Closing date: 09:00; Friday 11 October 2024

JOB DESCRIPTION

Job Title:	Administrative Assistant (Script)
Department:	Operations
Section:	Post Results Services
Responsible to:	Script Processing Team Leader
Grade:	4
Location:	Treforest

Main purpose of Job:

To provide administrative support for the provision of conference and awarding scripts, and ensuring scripts are scanned in an efficient and effective manner, ensuring schedules and deadlines are adhered to and met.

To provide administrative support for the Post Results services processes to ensure that scripts are scanned and ready in an efficient and effective manner applications for PRS are completed in a timely, quality-orientated manner.

Principal Duties and Responsibilities:

Processing of Examination scripts

- To supervise and train small teams of temporary and permanent staff in booking in of scripts, printout checking, barcode production, script checking, preparation of scripts, spine splitting, and scanning processes as required.
- To provide reports to domain and series delivery colleagues on the progress of scanning for conference and awarding materials.
- To act as main point of contact for subject teams for onsite script selection meetings, ensuring materials are provided on time.
- To coordinate prioritisation of scripts through the scanning process ensuring sufficient materials are available for conference and awarding meetings.
- To ensure scripts sent to WJEC for script selection are re-directed for marking efficiently and effectively to minimise disruption to the marking period.
- To act as main point of contact for examining teams over scripts returned with unmarked pages
- To liaise with domain colleagues to process specimen scripts that contain two marks.
- To maintain good housekeeping levels when moving scripts, maintaining equipment, and to be health and safety aware when operating scanning machinery
- To implement and follow quality control procedures
- To liaise with internal and external customers to meet all scanning requirements

Post Results Services

- To be responsible for a script status ensuring outcomes are provided to centres within regulatory deadlines
- To be responsible for monitoring timelines and progress of requests ensuring scripts are available for marking at the earliest opportunity.
- To be responsible for exceptional requests for access to scripts, where centres are unable to download the script.
- To review conflict of interest data for PRS requests, liaising with appointee's colleagues to appoint additional reviewers where required.
- To provide reports on the status of requests, escalating any concerns.
- To process and approve mark changes.
- To process and issue outcome letters to centres.
- To assist in investigations involving missing scripts and marks.
- To assist with re-moderations of coursework
- To assist with further investigative reviews.
- To provide specialist advice and guidance to centres on a range of process and procedures related to post result services
- Support all other activities within the PRS function to ensure an effective and timely delivery of a PRS period

Other

- To monitor and resolve internal and external customer queries from all communication channels, escalating to the appropriate person(s) where required.
- To assist with the development of the role of script scanning
- To understand the scanning software, cutting equipment and processes ensuring that the systems and equipment meet the needs of the PRS department.
- Participate and represent PRS at the scanning project groups
- To participate in lessons learnt activities and continuously develop processes and practices
- To Support the Script Processing PRS Co-ordinators in writing procedures
- To work closely with other departments in WJEC to deliver team objectives.
- To understand the importance of confidentiality and adhere to best practice principles when working with confidential data.
- To abide by WJEC processes and procedures, including IT security, Safeguarding, Health & Safety and Equality, Diversity & Inclusion.

Person Specification

Job title: Administrative Assistant (Script)

Department: Post Results Services

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

Highly desirable

- Organisational skills, including good time management
- Good verbal and written communication skills
- Ability to work and make decisions independently
- Highly accurate with attention to detail
- Understand the importance, and maintain high levels, of confidentiality
- Ability to work under pressure to meet goals and deadlines
- Be flexible and adaptable with the ability to multi-task
- Ability to cooperate with others and be an active member of a team
- Ability to problem solve, providing effective solutions where required

Knowledge

Highly desirable

- Computer literacy, knowledge of Microsoft packages/ able to use a PC

Desirable

- Knowledge of AS400
- Knowledge of WJEC core examination systems

Experience

Highly desirable

- Experience of working with EARs/ centres

Desirable

- Experience of supervising small teams
- Experience of dealing with members of the public

Other Requirements

Desirable

- Proactive in approach to work tasks
- Fluency in Welsh, written and oral
- Ability to learn new tasks quickly

Telerau ac Amodau Gwasanaeth

Terms and Conditions of Service

Teitl y Swydd/ Job Title: Cynorthwydd Gweinyddol (Sgript) / Administrative Assistant (Script)

Cyflog/ Salary: £24,510 - £27,147 y flwyddyn / per annum

Gradd/ Grade: 4

Gwyliau Blynnyddol/ Annual Leave: 25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd. Pro rata.
25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays. Pro rata.

Pensiwn/ Pension: Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol.
The provision of the Local Government Superannuation Act apply.

Math o Gytundeb:

Contract Type:

Llawn-amser / Full Time

Rhan-amser / Part Time

Llawn-amser Tymor Cyfyngedig / Full Time Limited Term

Rhan-amser Tymor Cyfyngedig / Part Time Limited Term

**Nifer yr oriau yr wythnos
No of hrs per week**

**Diwedd y Tymor
End of Term**

28 Chwefror/
February 2025

**Diwedd y Tymor
End of Term**

/ /

**Nifer yr oriau yr wythnos
No of hrs per week**

Dull Ymgeisio:

Method of Application:

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn **09:00; dydd Gwener 11 Hydref 2024.**

Completed forms should be sent by email to hr@wjec.co.uk by **09:00; Friday 11 October 2024.**