

Online Events Officer

Salary: £27,807 - £30,162 per annum (Grade 5)

Contract type: Full-time; Fixed term until 31 March 2024

The Team:

The Online Events team support the delivery of our annual online events programme, in line with our corporate approach. Alongside the above, the team support a range of activities to improve customer experience, tasks range from using SharePoint sites to deliver and improve information sharing to supporting other departments deliver first line customer support via phone.

The Role:

As an Online Event Officer, you will provide support and guidance to a range of customers in relation to Online Events and the related SharePoint sites used to host examiner information and conference materials. This will include organising conferences and events in line with customer requirements and co-piloting these. By managing the technical aspect of our conferences, you enable our Subject Officers to deliver the qualification specific content and deliver high-quality event to all delegates.

The person:

To thrive in this role, you'll be confident to learn and use digital technology. You will be competent at using Microsoft Teams and SharePoint at a basic level and be keen to enhance your knowledge. You will have excellent communication skills and the ability to support others online and by telephone.

Benefits

At WJEC, we pride in being an inclusive and supportive place to work. We also offer a range of excellent benefits including: 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. A career with WJEC can be extremely rewarding and you will be encouraged throughout with great opportunities to develop your professional and personal skills.

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.

Please visit [our website](#) to download a copy of the job description and application form.

Closing date: 12:00; Tuesday 19 November 2024

JOB DESCRIPTION

Job title	Online Events Officer
Department:	Operations
Section:	Online Events Team
Responsible to:	Online events Team Leader
Grade:	5
Location:	Site based / Hybrid
Main purpose of Job:	

Our Online Events Team Officers are responsible for supporting the preparation, delivery and smooth running of our on-line events throughout the year. By effectively using platforms such as Microsoft Teams and SharePoint, they provide a high-quality service to all attendees, ensuring seamless access and enhancing the overall experience of the participants. .

With a positive, can-do attitude, our Officers provide first line support to our internal and external customers to enable them to access online events, materials and conferences with ease. Whilst this is one of the key priorities of the team, there is a range of other customer focussed activities that will be expected, all aiming to enhance our customer experience.

Principal Duties and Responsibilities:

Customer Service / Support

- Act as a role model in delivering excellent customer service, ensuring positive interactions that enhance the customer experience of those engaging/working with WJEC
- Collate and interrogate basic data to help inform decision making. For example, tracking and monitoring site access by Appointees to ensure they have completed the 'onboarding' activities ahead of conferences taking place.
- Provide advice and support to a range of customers relating to the team's activities. This could include tasks such as supporting customers through the onboarding process and training others how to access information on SharePoint or how to engage in online events.

Communication and Networking

- Manage the administration of the SharePoint site, ensuring access for WJEC colleagues and Appointees as appropriate, including providing permissions-based access, where required.
- Prepare the qualification SharePoint sites to meet the needs of other sections of WJEC, as required. For example, enabling Research and Domain colleagues to deliver the awarding conference.
- Provide administrative support to the team across the organisation enabling them to prepare and deliver online conferences or events.
- Liaise with other departments within WJEC (such as IT), to resolve more complex customer enquiries.

Event Planning and Organising

- Set up online meetings for events ensuring internal and external customers can access the meeting and materials when required.
- Liaise with subject teams or other internal customers to understand the requirements for each online event and set these up (for example, preparing breakout rooms and polls in advance).
- Co-pilot online events to ensure they run effectively. This may include ensuring all delegates have accessed the meeting, providing technical support, setting expectations about the event or etiquette and outlining how delegates can engage using the platform.
- Act as first line support during live events, activities and when the SharePoint site needs to be accessed by customers. This may be via online events or via triage support throughout the year.
- When not co-piloting, provide second line support to Appointees and WJEC colleagues

Other

- To respond to queries from WJEC staff and external stakeholders regarding the OLET work.
- To contribute to cross-functional meetings and projects.
- 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

Job title:	Online Events Officer
Department:	Operations Directorate

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

- Confident in using digital technology with the ability to adapt digital skills in new environments.
- Good oral and written communication skills with the ability to provide technical and sensitive information to a variety of audiences.
- A pragmatic problem solver who can make informed decisions from a range of options
- Organisational skills.
- Ability to independently organise, prioritise and complete a varied workload to deadline, working calmly and carefully under pressure.
- Able to carry out work accurately and pay attention to detail.
- Ability to work independently as well as part of a team.

Desirable

- Ability to work through the medium of Welsh.

Knowledge

Highly desirable

- Working knowledge of a variety of IT packages, particularly Teams and SharePoint, ideally across both Microsoft and Mac systems.
- Knowledge of the examinations cycle.

Desirable

- Working knowledge of Microsoft Forms.

Experience

Highly desirable

- Significant experience in customer service, with the ability to provide first-line support to a diverse range of customers.

Other

Essential

- A flexible approach to work, with the ability to work occasional evenings/ weekends.

Telerau ac Amodau Gwasanaeth**Terms and Conditions of Service**

Teitl y Swydd:
Job Title: Swyddog Digwyddiadau Ar-lein/ Online Events Officer

Cyflog: £27,807 - £30,162 y
Salary: flwyddyn/ per annum

Gradd: 5
Grade:

Gwyliau Blynyddol: 25 Diwrnod pro rata y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd.

Annual Leave: 25 Days pro rata per annum. In addition, the WJEC currently allows 16 statutory / additional holidays

Pensiwn: Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol

Pension: 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

31 Mawrth/ March 2025

Diwedd y Tymor
End of Term

Nifer yr oriau yr wythnos

No of hrs per week

36.5

Dull Ymgeisio:**Method of Application:**

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn **12:00, dydd Mawrth 19 Tachwedd 2024.**

Completed forms should be sent by email to hr@wjec.co.uk by **12:00, Tuesday 19 November 2024.**