

Qualifications Administrative Officer

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

Contract: Part-time (21.9 hours per week), Fixed term until 30 September 2026

WJEC is welcoming applications for an experienced administrator to join our friendly team.

The role

As Qualifications Administrative Officer, you'll be part of a welcoming and supportive team working together to provide administrative support to the Qualifications Directorate. Key tasks will include word processing, formatting and proofreading a variety of Microsoft Office documents, ensuring requirements are handled promptly, efficiently and accurately. You'll also take a lead on a specific area of activity as identified by the Team Co-ordinator.

About you

To thrive in this role, you'll be flexible, adaptable and like variety within your work. You'll have strong interpersonal skills and enjoy communicating with a diverse range of people. Candidates should have a good eye for detail and be able to maintain accuracy in all aspects of their work.

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.

The contract:

Whilst there will be occasions where office working is required, we offer a hybrid working environment, allowing the role-holder to balance their time working at home and working in our Cardiff offices.

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

Closing date: 23:59; Sunday 22 September 2024

JOB DESCRIPTION

Job Title:	Qualifications Administrative Officer
Department:	Qualifications Directorate
Section:	Qualifications Support Team (QST)
Responsible to:	Qualifications Manager
Grade:	4
Location:	Western Avenue
Main purpose of Job:	

- To provide high level administrative support for specific tasks as identified by the Team Co-ordinator
- To support the smooth operation of the Qualifications Support Team
- To provide word processing, formatting and proofreading support in a variety of Microsoft Office documents, ensuring requirements are handled promptly, efficiently and accurately.
- To take a lead on a specific area of activity as identified by the Team Co-ordinator.

Principal Duties and Responsibilities:

To support the Qualifications and Assessment Delivery Directorate by:

- providing general administrative support to the Directorate as required to include minute taking, dealing with and distributing internal post and photocopying.
- preparing a variety of documents including general correspondence for the Directorate.
- being a point of contact for the management team of the Directorate and resolving queries wherever possible or taking detailed information to enable queries to be answered appropriately by the right person.
- planning, designing and revising charts using spreadsheets to assist with the smooth running of the Directorate.

To support the qualification development and review activities by:

- managing the qualifications developing inbox, responding to queries from internal and external stakeholders and escalating where appropriate.
- creating and monitoring digital surveys to support consultation activity, providing information and data to support analysis.
- creating and formatting qualification document templates, for example specifications, sample assessment materials and guidance for teaching, adhering to house-style.
- Proofreading and editing documents to correct errors in grammar, spelling, punctuation and formatting.
- quality assuring key qualification related documents for publication on the WJEC/CBAC and Eduqas websites.
- ensuring the document library is maintained and version control is adhered to.
- supporting the operationalising of qualifications as they move from development to delivery.

To support the specific activities relating to the delivery of qualifications and assessment:

- coordinating the production and distribution of monthly circulars to centres.

- supporting the production and publication of examiner reports for each exam series through creating templates, monitoring progress, formatting reports and liaising with translation to ensure that reports are available for publication by the agreed deadlines.
- provide high level administrative support for the Assistant Directors (GQ Delivery and VTQ Delivery).

To support project-based activities by:

- assisting in project coordination, tracking progress and ensuring that deadlines are met.
- maintain accurate and up-to-date project documentation, including project plans, schedules and progress reports.
- organise and manage project files effectively.
- complete project tasks as identified by the Team Co-ordinator and/or project lead.

To provide high level administrative support for the Assistant Directors (GQ/VTQ and Skills Delivery, and GQ/VQ Qualification Development) by:

- schedule internal and external meetings, conferences and events.
- support a programme of internal meetings, briefings and training for the Domains.
- prepare materials for meetings, conferences and events.
- record minutes and action items as needed.
- maintain handbooks and guidance documents for the Directorate.

To support internal and external customers by:

- handling all queries in a responsive, customer-focused way - providing a comprehensive response
- developing innovative ways to improve service and manage customer demands for information and advice promptly
- communicating information to ensure an effective service both verbally and electronically
- identifying and providing relevant material and information in response to requests received.

To support the wider organisation as agreed by:

- providing administrative support for key meetings including taking minutes and collating and distributing materials.
- formatting a variety of intricate documents using Microsoft Office applications.
- filing and archiving documents in the appropriate/agreed format ensuring accurate version control of all materials.
- converting documents to Portable Document Format (PDF) using Acrobat software and bookmarking PDFs.
- typing and interpreting complex documents including graphics, mathematical equations and scientific formulae very often from handwritten work.
- creating document templates/layouts/guides, to provide fast and efficient service to other colleagues, liaising with team members to check the suitability and effectiveness of guidance on document production and processes.

To contribute to a collaborative working environment by:

- fostering a positive and collaborative working environment
- proposing improvements to processes to enhance effectiveness and support continuous improvement.
- taking an active role in team meetings.
- providing guidance and support to colleagues, contributing to the QST handbook and promoting teamwork.

Other:

- To undertake other tasks commensurate with the grade of the post.

To utilise IT systems including:

- Microsoft Office packages to include, Word, Excel and Teams
- Adobe Acrobat

Person Specification

Job Title:	Qualifications Administrative Officer
Department:	Qualifications 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

- Good oral and written communication skills with the ability to collaborate with a diverse range of people.
- Great listening skills, ensuring the correct understanding of customer queries and enabling appropriate advice to be given.
- Confidence in IT, including competence in use of Microsoft Office programmes and the ability to learn new and/or bespoke computer programmes.
- Good numeracy skills (GCSE A*-C or equivalent)
- Self-motivated with the ability to work independently and both flexibly and collaboratively as part of a team.
- An excellent eye for detail, with the ability to carry out a range of administrative tasks accurately and efficiently.

Desirable

- Welsh language skills (written and oral)

Knowledge

Highly desirable

- Knowledge of UK examination systems, processes and procedures

Desirable

- N/A

Experience

Highly desirable

- A good level of administrative experience including experience proofreading and formatting large documents.
- Advanced Word processing skills including mail-merge, audio/touch typing or creating templates.
- Prior experience of independently planning and prioritising workload to meet multiple and sometimes tight or conflicting deadlines.

Desirable

- Demonstrable ability to review administrative processes/procedures and advise or implement improvements.

Training / Qualifications

Highly desirable

- Educated to A level standard/equivalent or equivalent demonstrable experience for the role

Desirable

- Training or qualifications in the use of Microsoft programmes

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd/ Job Title:	Swyddog Gweinyddol Cymwysterau / Qualifications Administrative Officer		
Cyflog/ Salary:	£24,510 - £27,147 pro rata y flwyddyn / per annum pro-rata	Gradd/ Grade:	4
Gwyliau Blyneddol/ Annual Leave:	25 Diwrnod pro rata y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol / ychwanegol o wyliau yn ogystal ar hyn o bryd. 25 Days pro rata per annum. In addition, the WJEC currently allows 16 statutory / additional holidays.		
Pensiwn/ Pension:	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol. The provision of the Local Government Superannuation Act apply.		
Math o Gytundeb:		Contract Type:	
<input type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> Rhan-amser / Part Time <input type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term <input checked="" type="checkbox"/> Rhan-amser Tymor Cyfyngedig / Part Time Limited Term		Nifer yr oriau yr wythnos / No of hrs per week Diwedd y Tymor / End of Term Diwedd y Tymor / End of Term 30 Medi / September Nifer yr oriau yr wythnos / No of hrs per week 21.9	
Dull Ymgeisio:		Method of Application:	
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 23:59; dydd Sul 22 Medi 2024.</p> <p>Completed forms should be sent by email to hr@wjec.co.uk by 23:59; Sunday 22 September 2024.</p>			