

Customer Solutions Officer

Salary: £25,245 - £27,960 per annum (Grade 4)

Contract type: Full-time (36.5 hours per week), Fixed term for 12 months

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 post holder will provide excellent customer service through a variety of communication channels, contributing to the delivery of a wide range of customer focused services. The post-holder will be expected to provide a friendly front of house/ reception service both remotely and in the office

About you

To thrive in this role, you will be a friendly, self-motivated, and conscientious person who enjoys working flexibly with team members and colleagues across WJEC. You will have an organised, proactive approach to work, combined with a high level of accuracy and attention to detail. You will be an excellent communicator and have the skills and the ability to support others through a variety of communication methods.

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: 23:59, Wednesday 26 November 2025



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 245 Western Avenue, Cardiff, CF5 2YX
 Ffôn/Tel 029 2026 5002 / 5189 / 5015
 www.cbac.co.uk / www.wjec.co.uk

JOB DESCRIPTION

Job title	Customer Solutions Officer
Department:	Operations
Section:	Customer Excellence
Responsible to:	Customer Solutions Manager
Grade:	4
Location:	Hybrid: Western Avenue / Home based
Main purpose of Job:	

As a Customer Solutions Officer, you will deliver outstanding customer service by effectively handling and resolving customer contact across various channels, including (but not limited to) visitors to reception, inbound calls, and emails. Acting as the first point of contact for many customers, you will utilise and build your knowledge and skills to address general enquiries, ensuring customers are directed appropriately for swift resolution. You will also be responsible for keeping accurate and timely records around customer interactions as directed.

Principal Duties and Responsibilities:

Customer Service, Support & Telephony

- Answer all incoming customer contact, both in the office and remotely, providing guidance to customers and escalating queries to relevant business areas, when necessary, this includes but not limited to calls, emails and face-to-face queries.
- Where skills exist, aim to resolve generalist enquiries at the first point of contact, only transferring calls elsewhere when necessary.
- Support the data capture around our customer contact, ensuring systems are updated with full and accurate information as directed.
- Identify calling trends and liaise with business areas to enhance customer relations, such as suggesting updates to the website or social media platforms.

Reception Services

- Offer a professional front-of-house service to internal and external stakeholders.
- Provide site-specific advice to visitors and issue access passes while maintaining accurate records for audits.
- Sort, scan and distribute all incoming mail, including the delivery of such items internally within the building

Other

- 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	
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Job title:	Customer Solutions Officer
Department:	Operations

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	
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Highly desirable

- Excellent communication skills, both oral and written, to handle enquiries tactfully and efficiently, whilst maintaining confidentiality.
- Competent IT skills covering Microsoft applications including Teams
- An excellent eye for detail, with the ability to carry out a range of administrative tasks accurately and within a timely manner
- Ability to work well independently and occasionally remotely as part of a team, with a flexible and pro-active approach to work
- Ability to work through the medium of Welsh both in writing and orally*

Knowledge	
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Highly desirable

- Knowledge of how to plan and organise your workload, both an office environment and whilst working remotely
- Understanding of industry environmental good practice and principles

Desirable

- Ability to work through the medium of Welsh

Experience	
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Highly desirable

- Previous experience working in a customer-facing role, resolving queries from a range of external customers in a polite and professional manner.
- Experience of dealing effectively with people at all levels by the telephone, in person and via e-mail
- Experience in managing multiple and varied tasks, with the ability to complete them within set timeframes

Training / Qualifications	
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Highly desirable

- A level or equivalent qualification or professional experience

Desirable

- A desire to complete training leading towards the attainment of a relevant approved Facilities management qualification.

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd: Job Title:	Swyddog Datrysiadau Cwsmeriaid / Customer Solutions Officer		
Cyflog: Salary:	£25,245 - £27,960 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. 25 Days 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:	
☐ 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 12 mis / months 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 23:59, dydd Mercher 26 Tachwedd 2025. Completed forms should be sent by email to hr@wjec.co.uk by 23:59, Wednesday 26 November 2025.			