

Subject Support Officer (Domains)

Salary: £28,641 - £31,068 per annum, pro-rata (Grade 5)

Contract: Part-time (14.6 hours per week), Fixed-term to 30 September 2026

The role

As Subject Support Officer, you'll provide administrative support to a variety of teams and people. Some of the other key tasks include co-ordinating meetings, supporting the allocation of scripts/examiners and advising an extensive range of customers with questions about our qualifications.

About you

To thrive in this role, you'll have good organisational skills and enjoy tasks such as planning events, travel and accommodation for others. You'll have strong interpersonal skills and enjoy communicating with a diverse range of people. Although part of a wider team, you will need to work independently and have the skills and confidence to monitor work progress of others. Subject Support Officers use a variety of IT programmes daily and so competence in IT will also be key.

Benefits

At WJEC, we take 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) adjusted for part-time/compressed working patterns, free Welsh lessons, a generous 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.

WJEC operates a hybrid working model, enabling the successful candidate to split their time between WJEC offices and working at home, subject to business need. As such, applications are invited from individuals across the UK but please note that regular working from our Cardiff offices will be required and whilst flexibility can be discussed, this team currently attend the office, on average, one day a week.

The contract

The role is expected to be within the Creative Arts and Media domain.

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.

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

Closing date: 23:59, Tuesday 28 October 2025

Interviews are anticipated to be held in person, on Thursday 06 November 2025.

JOB DESCRIPTION

Job Title:	Subject Support Officer
Department:	Directorate of Qualifications
Section:	Domains
Responsible to:	Domain Co-ordinator
Grade:	5
Location:	Western Avenue
Main purpose of Job:	

To provide subject support including planning, organising and supporting within a number of subjects within the Domains. Whilst you may initially be assigned specific qualifications/subject areas, you may be required to move between teams/subjects/qualifications to meet the department's fluctuating demands.

To play a key role in supporting and working with Subject Officers, and other members within the domains as determined by the Domain Co-ordinator(s).

Principal Duties and Responsibilities:

To support customers by:

- Acting as principal subject contact in the absence of SOs
- Providing subject advice on a regular basis
- Dealing with sensitive situations and issues
- Communicating information to ensure an effective service both verbally and electronically
- Developing ways to improve service and manage customer demands
- Identifying and providing relevant material and information in response to requests received
- Planning and preparing appropriate materials for use at CPD events
- Composing e-bulletins, social network updates, and letters (where appropriate)
- Collating and reporting responses and statistics received from CPD events
- Preparing materials for new and existing centres

To manage subject web pages by:

- Ensuring consistency and accuracy of style and layouts
- Ensuring suitability and relevance of content and documents
- Uploading documents and landing page information
- Providing advice and navigational assistance on accessing the Public / Secure Website
- Providing assistance on data entry systems via the Secure Website
- Managing e-mailer subscription lists

To support Examiners/Moderators by:

- Participation at conferences (where appropriate)
- Compiling training and development materials
- Preparing scripts/coursework necessary for conferences
- Organising conference arrangements, including setting up of exhibitions
- Booking venues, accommodation and travel as required

- Arranging and planning itineraries for visiting examiners/moderators (where appropriate)
- Liaising and communicating on operational procedures
- Formulating conference teams for each exam series (where appropriate)
- Inputting and updating data relevant to senior (and visiting where applicable) examiner auto-payments
- Compiling and organising additional material required for conferences
- Issuing invitations (where appropriate)
- Establishing and maintaining strong working relationships

To support the project management of subject development by:

- Facilitating working groups assembled to revise/develop specifications, specimen assessment materials and teacher guidance
- Preparing documentation for new/revised specifications, specimen question papers, mark schemes and support materials prior to publication
- Collating feedback received from centres

To service meetings by:

- Preparing and communicating guidance relating to WJEC websites at CPD (where appropriate)
- Providing IT support at QPECs, Awards, and Examiner conferences (where appropriate)
- Collating material in advance of awards, QPECs, examiner conferences and CPD meetings

To proofread and edit materials including:

- Chief/Principal Examiners' reports, Moderators' reports
- Specifications and support materials
- Circulars, letters, bulletins and e-mails

To manage candidate responses by:

- Collating archive scripts and coursework from each examination series
- Managing electronic storage for use by the Domain and Research Department
- Selecting and compiling materials required for scrutiny and comparability exercises
- Selecting exemplar materials to be used for various purposes

To utilise IT systems via:

- Content Management System
- Autopayments
- RITS system
- QPMS
- E-mailer system
- AS400 system
- TABS room booking system
- CPD course viewer
- Coursework Mark Input system
- Microsoft Office packages
- Item Level Data and other statistical resources

Additional Responsibilities and Duties:

- Appropriate handling and storage of confidential and sensitive material
- Responsibility and awareness on the application of data protection policy
- Delegate and allocate tasks to domain clerical staff (where appropriate)
- To have an input at DMGs
- Promoting subject areas both verbally and electronically
- Participating in marketing and subject specific events (where appropriate)
- Representing the domain at steering groups
- Maintaining awareness of internal practices and external procedures
- To provide advice for other departments as appropriate
- To be aware of financial implications and decisions
- Follow agreed guidelines in relation to WJEC bilingual policy
- Enhancing skills and knowledge through appropriate professional development courses

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

Job Title:	Subject Support Officer
Department:	Domains

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

- Strong planning and organising skills, with the confidence to manage multiple projects simultaneously, sometimes involving collaboration from other teams/colleagues.
- Good time-management skills with the ability to independently organise your workload to ensure your deadlines and those of your team are not missed.
- Excellent oral and written communication skills, with the ability to apply these to proof-reading tasks.

Desirable

- Welsh language skills, both written and oral.

Knowledge

Highly desirable

- A basic understanding of the UK examinations cycle.
- Strong IT skills, including MS Office, with evidenced ability to be able to learn new/bespoke software.

Experience

Highly desirable

- Prior experience working as part of a team.
- Previous experience working in an administrative/office environment.
- Experience of working in a customer services role, supporting a diverse range of individuals who have varying levels of understanding of the subject matter.

Desirable

- Previous experience overseeing the work of others, monitoring progress against set-deadlines and supporting as appropriate.
- Experience of event planning, either in person or online.

Training / Qualifications

Highly desirable

- GCE standard of education or equivalent work experience

Telerau ac Amodau Gwasanaeth / Terms and Conditions of Service

Teitl y Swydd / <i>Job Title:</i>	Swyddog Cefnogaeth Pwnc / Subject Support Officer		
Cyflog / <i>Salary:</i>	£28,641- £31,068 y flwyddyn / per annum pro rata	Gradd / <i>Grade:</i>	5
Gwyliau Blynnyddol / <i>Annual Leave:</i>	25 diwrnod (182.5 awr) y flwyddyn. Mae CBAC hefyd yn darparu 16 diwrnod (116.8 awr) i gyfrif am Wyliau Cyhoeddus a chyfnodau Cau CBAC (gwyliau ychwanegol). Mae'r lwfansau hyn yn cael eu haddasu ar gyfer staff sy'n gweithio'n rhan-amser neu batrymau gweithio cywasgedig. <i>25 days (182.5 hours) per annum. WJEC also provides 16 days (116.8 hours) to account for Bank Holidays and WJEC Closure periods (Additional leave). These allowances are adjusted for staff who work part-time or compressed working patterns.</i>		
Pensiwn / <i>Pension:</i>	Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol. <i>The provision of the Local Government Pension Scheme (LGPS) applies.</i>		
Math o Gytundeb / Contract Type:			
Oriau Gwaith / Working Hours:		Hyd y Contract / Length of Contract:	
☐ Llawm-amser / Full-time		☐ Parhaol / Permanent	
☒ Rhan-amser / Part-time Nifer yr oriau yr wythnos / <i>No. of hrs per week:</i> 14.6		☒ Tymor penodol / Fixed-term Dyddiad gorffen arfaethedig / <i>Planned end date:</i> 30 Medi / September 2026	
Arall / Other:			
Cyfnodau prysur llwyth gwaith / <i>Workload Peaks:</i>		Amh / <i>N/A</i>	
Dull Ymgeisio / Method of Application:			
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn 23:59, dydd Mawrth 28 Hydref 2025. Rhagwelir cynnal cyfweiliadau wyneb yn wyneb, ar dydd Iau 06 Tachwedd 2025. Completed forms should be sent by email to HR@wjec.co.uk by 23:59, Tuesday 28 October 2025. Interviews are anticipated to be held in person, on Thursday 06 November 2025.			