

## **(2509-04) IT Operations Manager**

**Salary: £45,264 - £49,143 per annum (Grade 10)**

**Contract type: Full-time (36.5 hours per week), Permanent**

### **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 opportunity to be part of an organisation that both encourages and enhances the minds of tomorrow.

### **The role:**

The IT Operations Manager will lead a small team responsible for undertaking business-critical activities associated with the administration, validation and processing of data across a number of IT systems that underpin all aspects of qualifications and exams delivery at the WJEC – this includes time-sensitive activities associated with the issuing of GCE and GCSE results to students. The role will further the digital ambitions of the WJEC, with an emphasis on our plans to modernise our digital service delivery approach, aligned to industry-best practice, and leveraging digital technologies to improve quality and efficiency (e.g. through increased automation). The post holder will also act as a key point of contact within the organisation to support the scoping and implementation of new requirements in support of the ongoing change to the qualifications and assessment portfolio of the WJEC.

### **The person:**

We are looking for a knowledgeable IT professional, ideally with a background in application support, IT systems management & administration. The right candidate will have a customer-focussed mindset and be able to demonstrate excellent leadership and communication skills. They should have experience of working in a 'frontline' operational IT environment and be able to demonstrate some experience of applying a range of business analysis techniques to identify and shape new requirements for digital systems and services.

### **Our benefits**

We operate 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 – whilst flexibility can be discussed, this team currently attend the office, on average, 1-2 days per week.

If you would like to know more about the position or about working for WJEC, please contact our HR team ([HR@wjec.co.uk](mailto:HR@wjec.co.uk)) who would be more than happy to speak to you.

Please visit our website to download a copy of the job description and application form.

**Closing date: 08:00, Monday 20 October 2025**

**Interviews are anticipated to be held in person, on Friday 7 November 2025**



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 Tel 029 2026 5002 / 5189 / 5015  
[www.wjec.co.uk](http://www.wjec.co.uk)

#### JOB DESCRIPTION

<b>Job title</b>	<b>IT Operations Manager</b>
<b>Department:</b>	Digital and Transformation
<b>Section:</b>	IT Services
<b>Responsible to:</b>	IT Service Delivery Manager
<b>Grade:</b>	10
<b>Location:</b>	Western Avenue/Treforest
<b>Main purpose of Job:</b>	

The IT Operations function is accountable for ensuring that examination processes within the IT remit are delivered in an efficient, effective, and high-quality manner. With mentorship from the IT Service Delivery Manager, the Operations Manager will oversee the day-to-day running of the service, reviewing and monitoring IT Operations tasks and service level agreements (SLAs) to ensure the delivery of consistent and reliable services.

Our IT Operations Manager is a lead contact with the wider organisation, providing guidance and support for exam systems. They also assist staff during the implementation of changes driven by evolving business or customer needs.

They also play a key role in identifying and implementing operational efficiencies in exams systems and IT Operations – for example, improving efficiency through automation. To do this they will engage with stakeholders from across the business to ensure new developments are fully briefed on the impact to wider organisational operations.

#### Principal Duties and Responsibilities:

##### IT Operations

- To plan, organise and manage IT Operations as part of a high quality, efficient and effective IT Service. Including (but not limited to):
  - the effective, timely and accurate processing of the examinations processes from centre approval through to results
  - production of centre examination and certificate stationery
  - external results data file provision to centres and other external stakeholders
  - maintenance of IT owned examinations system data
- Manage the ongoing quality assurance of IT operational processes by designing and implementing appropriate pro-active checks throughout the examinations cycle.
- Undertake operational reporting including the management of SLAs and measuring performance against agreed KPIs.

- Provide an in depth understanding of IT operational processes and systems, specifically examination processes from centre approval to certification, leading on the provision of key specialist advice and support across the organisation and to centres.
- Provide direction and leadership relating to IT processes and standards of working.
- Represent IT Operations on internal groups (e.g. TMO – Task Management Operations), building and maintaining positive working relationships with other sections and departments.
- Represent WJEC with external stakeholders (e.g. JCQ and regulators) and 3rd party suppliers.
- Be responsible for ensuring the appropriate exam process and system documentation is kept up to date with regards to IT operational processes, liaising and supporting the digital trainer where required to ensure staff are appropriately aware and trained in any new functionality.
- Manage the conversion of formally documented process introduced by new organisational opportunities into operational practices (e.g. introduction of new T Level qualifications).

### **Line Management**

- To lead and manage a team within IT Operations, including relevant recruitment and selection, allocation of workloads and providing pastoral care and feedback.
- Manage and mentor a technical team, providing guidance, support, and professional development opportunities.
- To be responsible for performance management of team members including managing probation/PMR, setting objectives and supporting their delivery.
- Inspire and support continuous improvement opportunities relevant to the department.

### **Support Services**

- To oversee and undertake investigations into IT related exam process incidents and queries, including those raised via the Incident Management Group (IMG) cases, ensuring incidents are documented, communicated, resolved to the appropriate timelines, and any lessons learnt are assigned and completed.
- To work closely with the IT Support manager to ensure exams systems starter, mover and leaver processes are in line with ISO27001 standards.
- Design and deliver training for IT Services Teams, so they are fully briefed on new exam processes and qualifications.
- To lead on operational IBM I (iSeries) management, operation and maintenance, including the management cycle of backups, system monitoring, and admin level administration (series based physical and logical file set up)
- To oversee and manage operational system admin tasks performed exam systems. Including use of basic development skills to maintain data and systems, ready for the operational cycle.

### **Projects and System Change**

- To lead on optimisation of operational process within systems on behalf of IT operations and the business, focusing on reducing burden and costs of the operational exams cycle.
- Identify opportunities and lead on the migration of operational exams work from IT staff to appropriate organisational departments for new and existing systems.
- Work with internal and 3<sup>rd</sup> party technical partners in development and test teams to provide operational understanding user stories and functional requirements
- To be able to produce, advise and support requirements for approved business change in particular requirements coming out of new qualifications.
- Support projects and continuous improvement initiatives, by providing operational context to business requirements gathering exercises.

**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.

<b>Person Specification</b>
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<b>Job title:</b>	IT Operations Manager
<b>Section:</b>	IT 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 include potential for growth and development into the role.

<b>Skills and Abilities</b>
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**Highly desirable**

- Excellent communication, interpersonal and presentational skills, with the ability to explain complex material to a variety of audiences across a range of medium.
- Self-driven, with an ability to independently manage conflicting deadlines and respond to changing demands effectively.
- Ability to analyse data and use it to inform pragmatic solutions and/or continuous improvement.
- A logical thinker and quick learner with an ability to grasp new concepts and systems quickly.
- Excellent diagnostic and problem-solving skills, seeking creative but workable solutions to complex problems.
- A customer-focussed mindset; prepared to consider circumstances from a range of perspectives to get the 'right' outcome.

**Desirable**

- Ability to communicate through the medium of Welsh or willingness to learn.

<b>Knowledge</b>
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**Highly desirable**

- Competency in IT, with good knowledge of main tools, trends, and frameworks currently in use within an IT Operations function.
- Understanding of database structures, data and likely interdependencies.

**Desirable**

- Good working knowledge of software lifecycle management.
- Basic knowledge of the UK qualification systems in England and Wales and/or qualification assessment techniques.

<b>Experience</b>
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**Highly desirable**

- Experience of working in a 'frontline' operational IT service delivery and/or IT Helpdesk environment with expertise in application support, systems management & administration.
- Experience of leading and managing staff; delegating work, monitoring performance and providing professional development and pastoral care for a team.
- Experience of using a range of business analysis techniques to identify and shape new requirements for digital systems and services.

**Desirable**

- Experience of working in formal project environment.
- Improving service delivery through continuous improvement and adoption of digital technologies.
- Experience using one or more of the following:
  - IBM iSeries/AS400 hardware.
  - SQL.
  - Advanced Microsoft 365 features such as Power Automate, PowerApps and Power BI.

<b>Training / Qualifications</b>	
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**Highly desirable**

- Educated to degree level or equivalent professional qualification or demonstrable experience for the role.

**Desirable**

- Relevant professional accreditation (BCS membership / accreditation, FED-IP accreditation or similar).
- Certification (or working towards) in ITIL v4.

<b>Other</b>	
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**Highly desirable**

- Flexible approach to work, with availability to work very occasional evening/weekend hours.

## Telerau ac Amodau Gwasanaeth / Terms and Conditions of Service

<b>Teitl y Swydd /</b> <i>Job Title:</i>	<b>Rheolwr Gweithrediadau TG</b> <i>IT Operations Manager</i>		
<b>Cyflog /</b> <i>Salary:</i>	<b>£45,264 - £49,143 y flwyddyn (pro-rata lle y bo'n gymwys)</b> <i>£45,264 - £49,143 per annum (pro-rata where relevant)</i>	<b>Gradd /</b> <i>Grade:</i>	10
<b>Gwyliau Blynnyddol /</b> <i>Annual Leave:</i>	<b>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.</b>  <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>		
<b>Pensiwn /</b> <i>Pension:</i>	<b>Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol.</b>  <i>The provision of the Local Government Pension Scheme (LGPS) applies.</i>		
<b>Math o Gytundeb / Contract Type:</b>			
<b>Oriau Gwaith / Working Hours:</b>		<b>Hyd y Contract / Length of Contract:</b>	
<input checked="" type="checkbox"/> <b>Llawn-amser / Full-time</b>		<input checked="" type="checkbox"/> <b>Parhaol / Permanent</b>	
<input type="checkbox"/> <b>Rhan-amser / Part-time</b>  <b>Nifer yr oriau yr wythnos /</b> <i>No. of hrs per week:</i> 36.5		<input type="checkbox"/> <b>Tymor penodol / Fixed-term</b>  <b>Dyddiad gorffen arfaethedig /</b> <i>Planned end date:</i>  <b>Rheswm dros y cyfnod penodol /</b> <i>Reason for fixed-term:</i>	
<b>Arall / Other:</b>			
<b>Cyfnodau prysur llwyth gwaith /</b> <i>Workload Peaks:</i>			
<b>Dull Ymgeisio / Method of Application:</b>			
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at <a href="mailto:AD@cbac.co.uk">AD@cbac.co.uk</a> erbyn <b>08:00, dydd Llun 20 Hydref 2025</b>			
Completed forms should be sent by email to <a href="mailto:HR@wjec.co.uk">HR@wjec.co.uk</a> by <b>08:00, Monday 20 October 2025</b>			