

Qualifications Administrative Assistant (Apprenticeship)

Salary: £24,258 - £24,789 per annum (Grade 3)

Contract type: Full-time (36.5 hours), fixed-term for 18 months.

Are you organised, curious, and ready to get your foot in the door of the business world? Whether you're fresh out of education or looking for a new direction, our Business Administration Apprenticeship is the perfect launchpad for your career.

You'll work alongside professionals, gain real-world office experience, and get paid while you study for a nationally recognised qualification.

The experience

Throughout the contract, you will be supported to achieve a Level 2 foundation apprenticeship in Business Administration. This will be achieved through a combination of experience in an administrative role, 1-2-1 learning sessions and online workshops. The course will be tailored per learner but aims to enhance skills and confidence in business administration, customer service, technical and practical skills alongside communication and IT skills.

You will provide general administrative support to our Qualifications Support Team (QST). QST act as a central point of contact for the organisation in providing style consistency, version control and a rigorous amendments process for qualification documents. Working under the direct supervision of Administrative Officers and the Qualifications Operationalising Manager, key duties in this role will include:

- administrative support for meetings
- producing/formatting documents
- reviewing data
- improve information/data collection processes
- support operationalising new qualifications

About you

No previous experience is required; just the right attitude. Candidates should demonstrate they are organised, enthusiastic, and eager to learn. We're looking for good communicators who are keen to grow a career in business administration within the education sector.

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.

This role falls within the 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.

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: 09:00, Thursday 09 October 2025

JOB DESCRIPTION

Job title	Qualifications Administrative Assistant (Apprenticeship)
Department:	Qualifications and Assessment Delivery
Section:	Qualifications Support Team
Responsible to:	Qualification Operationalising Manager
Grade:	3
Location:	Western Avenue
Main purpose of Job:	

This apprenticeship is offered within the Qualifications Support Team provides high level administrative support for the development of new qualifications as well as supporting the wider qualifications and assessment directorate.

You will provide specific support to the Qualification Operationalising Manager, helping to introduce new qualifications across the business as well as contributing to the wider work of the Qualifications Support Team.

You will receive regular in-house training as and when agreed, to understand the activities of the team and deliver administration services to the organisation. You will also work towards a Level 2 or foundation apprenticeship in Business Administration.

Principal Duties and Responsibilities:

Under the guidance of the Qualification Operationalising Manager:

- gather and input data in databases and computer software, verifying the accuracy of information
- review data for errors, make corrections, and check outputs
- research and collate information for documents and reports with minimal oversight
- look for ways to improve information/data collection processes, including the design of forms and templates
- adhere to organisational processes to maintain data accuracy, integrity, and confidentiality
- support the introduction of new qualifications through arranging operationalising meetings distributing documents and materials, developing and maintaining the electronic filing system, note taking and tracking actions.

Support the work of the wider Qualifications and Assessment Delivery Directorate by:

- providing support to the administrative officers as required
- providing administrative support for meetings including arranging meetings, taking notes and collating and distributing materials
- filing documents using the electronic filing system
- formatting documents using Microsoft Office applications
- producing documents to tight deadlines

Person Specification	
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Job title:	Qualifications Administrative Assistant (Apprenticeship)
Department:	Qualifications & Assessment Delivery: Qualifications

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

- Good communication skills
- Ability to work as part of a team
- Digital Literacy skills, including Microsoft Office products (in particular Word and Excel).
- A strong desire to acquire further knowledge and skills in a working environment
- Ability to demonstrate good organisational skills
- Ability to carry out tasks following training and or direction
- Good attention to detail and ability to work logically and methodically

Desirable

- Familiarity with administrative processes and systems
- Ability to communicate through the medium of Welsh

Training / Qualifications	
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Highly desirable

- Five GCSEs or equivalent qualifications, including English/Communication and Maths/Numeracy, Grades A-D / Level 2 Pass or equivalent

Desirable

- GCSE English C or Level 2 Essential Communication Skills (or equivalent qualification)

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd: Job Title:	Cynorthwydd Gweinyddol Cymwysterau (Prentisiaeth)/ Qualifications Administrative Assistant (Apprenticeship)		
Cyflog: Salary:	£24,258 - £24,789 y flwyddyn/ per annum	Gradd: Grade:	3
Gwyliau Blynyddol: 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:	
<input type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> Rhan-amser / Part Time <input checked="" type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term <input 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 18 mis / months Diwedd y Tymor / / End of Term Nifer yr oriau yr wythnos No of hrs per week	
Dull Ymgeisio:		Method of Application:	
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 09:00, dydd Iau 09 Hydref 2025 . Completed forms should be sent by email to hr@wjec.co.uk by 09:00, Thursday 09 October 2025 .			