

## Assistant Head of Compliance

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

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

Ensuring students undergo fair assessments is at the heart of what we do and our compliance team are key to ensuring this can happen. We're excited to present a rare and incredibly rewarding opportunity for someone to join us as Assistant Head of Compliance.

The postholder will assist the Head of Compliance by managing a small team responsible for all malpractice and appeals investigations alongside managing safeguarding cases and complaints. They will guide and support team members through some challenging and sensitive candidate malpractice cases, as well as having a investigations/appeals caseload. An analytical approach to cases and excellent organisational skills are key.

Candidates should have management experience and be able to effectively manage multiple case-loads across a team of staff. They'll need excellent interpersonal and communication skills, enabling them to provide advice and guidance on both WJEC and JCQ procedures and presenting complex information in a succinct manner. They'll be confident tackling difficult situations and enjoy working within clearly defined processes and regulations. The ability to speak Welsh, whilst desirable, is not essential for this post.

The contract is available immediately and is offered on a permanent basis. It's a full-time role, working 36.5 hours per week with the exact working pattern to be negotiated with the successful candidate. The role has been identified as hybrid so candidates can choose to either base themselves at our Cardiff offices, or work a portion of their time at home. Please note that due to the nature of the role, the successful applicant will also be required to occasionally travel across the UK.

WJEC prides itself on being an inclusive and supportive place to work. We also offer a variety of benefits including 25 days annual leave per year (in addition to 16 statutory / additional holidays), a competitive pension scheme and a variety of family friendly policies.

If you would like to know more about this vacancy or about working for WJEC, please don't hesitate to email Fliss Spacie (She/Her – [Felicity.Spacie@wjec.co.uk](mailto:Felicity.Spacie@wjec.co.uk)) who would be happy to answer your questions.

**Closing date: 23:59, Tuesday 29 April 2025**

**Interviews are anticipated to be held in person, in week commencing 05 May 2025.**

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Assistant Head of Compliance</b>
<b>Department:</b>	Policy and Regulation
<b>Section:</b>	Compliance
<b>Responsible to:</b>	Head of Compliance
<b>Grade:</b>	10
<b>Location:</b>	Western Avenue / Hybrid
<b>Main purpose of Job:</b>	

The post holder will be responsible for leading and managing a small team of Compliance Officers and Administration staff as well as being responsible for investigating allegations of malpractice, complaints and appeals.

## Principal Duties and Responsibilities:

### Leading and Managing

- To work alongside the Head of Compliance in producing an annual operational work plan for the Compliance function taking account of regulatory requirements in Wales, England and Northern Ireland.
- Manage and mentor an administrative 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.
- To lead on AI particularly in respect of its impact on plagiarism and candidate malpractice.
- To provide training, advice and guidance about candidate malpractice including plagiarism and AI
- To lead on data collection to meet regulatory reporting requirements and ensure that data and information is accurately recorded, stored and disposed in accordance with WJEC and legal requirements.
- Inspire and support continuous improvement opportunities within the administrative function of Compliance.
- Oversee the workflow of inboxes and the logging of cases to ensure regulatory requirements and deadlines are met and excellent customer service is maintained.

### Case Management

- To be responsible for overseeing and quality assuring candidate malpractice cases and decision making, including plagiarism.

- To be responsible for the management of complaints cases, and provide advice and guidance to internal and external stakeholders on WJEC's complaints policy.
- To manage a small case load of malpractice and appeals investigations, which includes identifying the most appropriate methodology for the investigation, gathering information, preparing reports for the Malpractice Panel and Appeals Committee and issuing outcomes to centres.
- To be responsible for the management of the secretariat of Malpractice and Appeals Committees, ensuring that they are held in accordance with JCQ and WJEC procedures.
- To ensure that safeguarding (children and adults at risk) concerns in respect of assessment delivery are reported to the relevant Head of Centre and that responses are monitored.

#### **Other**

- To deputise for the Head of Compliance
- To liaise with external agencies such as JCQ, other awarding bodies and regulators and to represent WJEC on working panels and meetings.
- To liaise with Subject Officers when investigating malpractice and responding to appeals.
- 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	
<b>Job Title:</b>	Assistant Head of Compliance
<b>Department:</b>	Assessment Delivery

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

- Excellent organisational skills in managing cases and workflows
- Excellent communication skills, written and oral, with the ability to present complex and/or sensitive information to a variety of audiences and stakeholders.
- Self-motivated with the ability to independently plan and prioritise a caseload of work to meet multiple deadlines.
- Excellent interpersonal skills, with the confidence and diplomacy to lead difficult and sensitive conversations.
- Good analytical skills, allowing the role-holder to gather, investigate and thoroughly analyse sometimes complex or conflicting information as part of an investigation process.
- IT skills, with the ability to use word processing software with minimal direction.
- Excellent networking skills, ideally with prior experience representing an organisation in a professional setting.
- The ability to understand and dissect complex situations, develop options and make informed and fair decisions in a timely manner.

### Desirable

- A good level of numeracy skills with the ability to apply basic statistical analysis to identify trends/patterns in data.
- Enhanced IT skills, with familiarity of Microsoft Teams, Sway and/or Sharepoint.
- Ability to work through the medium of Welsh

## Knowledge

### Highly desirable

- An understanding of the regulatory, political and other external pressures on an educational organisation

### Desirable

- Awareness of the equalities legislation and the regulatory requirements for Awarding Organisations
- Knowledge and understanding of Child Protection and Safeguarding

## Experience

### Highly desirable

- Experience of leading and managing staff; delegating work, monitoring performance and providing pastoral care for a team.
- Prior involvement with investigation processes, with experience of conducting interviews and crafting effective questions for the purpose.
- Previous experience managing sensitive situations in a calm and professional manner.

### Desirable

- Experience of working in an organisation with regulatory, political and other external pressures
- Evidenced contribution to the development of policies, procedures and/or guidance documents

- Experience of designing and delivering presentations
- Experience producing business cases or reports for review by senior stakeholders.

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### **Training / Qualifications**

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#### **Highly desirable**

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

#### **Desirable**

- A management qualification, such as ILM

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### **Other Requirements**

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#### **Highly desirable**

- A flexible approach to work with the ability to travel to occasional meetings across the UK

