

Administrative Assistant: Special Requirements

Salary: £23,031 - £24,066 per annum pro rata (Grade 3)

Contract type: Full-time (36.5 hours per week), until 31 August 2025

The Special Requirements' team is looking for an Administrative Assistant to support the effective delivery of access arrangements, reasonable adjustments and special consideration during the 2025 Summer Examination Series.

The Role:

As an administrative assistant, you'll provide key support to the team, enabling them to respond to our key stakeholders in a timely and effective manner. Duties will be varied and include responding to Special Requirements' queries and collecting, processing and recording information to ensure candidates are not disadvantaged.

Working hours are expected to be typically 8:30am to 4:30pm, Monday to Friday. The role is designated as a hybrid role, meaning that applicants may split their time between working at home and in our Cardiff offices, subject to personal preference and business need.

About You:

We're welcoming applications from people who have some prior experience in an administrative role, are good communicators and confident with It and are able to work independently and as part of team.

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.

For informal enquiries, please don't hesitate to contact HR@wjec.co.uk and a member of the team would be more than happy to help.

Closing date: 12:00; Thursday 27 March 2025

Interviews are expected to take place in week commencing 07 April 2025

JOB DESCRIPTION

Job Title:	Administrative Assistant: Special Requirements
Department:	Qualifications and Assessment Delivery
Section:	Policy and Regulation
Responsible to:	Head of Special Requirements
Grade:	3
Location:	Western Avenue

Main purpose of Job:

The post holder will undertake in a wide range of functions to ensure that WJEC meets regulatory requirements and implements its internal policies and procedures effectively.

The post holder will undertake a range of administrative duties in respect of special requirements' matters including access arrangements, reasonable adjustments and special consideration.

Principal Duties and Responsibilities:

- To undertake a variety of administration tasks to support the Special Requirements' team including administration in relation to access arrangements, reasonable adjustments and special consideration.
- To be responsible for actioning allocated e-mail correspondence received in the Special Requirements' mailbox.
- To collect and collate information relating to awarding qualifications via Reasonable Adjustments and communicate professionally and politely with centres and other stakeholders in a timely manner.
- To manage Special Requirements' Statement of Recognition process, including collecting information from centres, producing Statement of Recognition certificates and distributing to centres in a timely manner.
- To contribute to the recording and processing special consideration for missing scripts.
- To check WJEC's webpages to ensure that all information is up-to-date.
- To support with handling calls as required due to business need.

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 by the Assistant Director and Head of Special Requirements which are commensurate with the grade of the post.

Person Specification

Job Title: Administrative Assistant: Special Requirements

Department: Qualifications and 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

- Good oral and written communication skills with the ability to provide sensitive or complex information to a variety of audiences.
- Ability to work in an organised, accurate and confidential way.
- Ability to work well independently and as part of a team, with a flexible and pro-active approach to work.
- Good level of ICT skills, including Excel, and the ability to apply these skills.
- An eye for detail, with the ability to carry out a range of administrative tasks accurately and efficiently.

Desirable

- Ability to work through the medium of Welsh.

Knowledge

Highly desirable

- An awareness of:
 - the Equality Act (2010)
 - Access Arrangements, Reasonable Adjustments and Special Consideration

Desirable

- Knowledge of UK Education, Examinations and Qualifications Systems.

Experience

Highly desirable

- Administrative experience within a customer focussed environment
- Experience of answering queries from internal and external stakeholders
- Experience of completing work in order to meet time-sensitive deadlines.

Desirable

- Experience of using WJEC IT systems

Training / Qualifications

Highly desirable

- 5 GCSE's including English and Maths, or equivalent qualifications or demonstrable experience for the role

Other Requirements

Highly desirable

- Willingness to learn and develop

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd / Job Title:	Cynorthwydd Gweinyddol: Gofynion Arbennig / Administrative Assistant: Special Requirements		
Cyflog / Salary:	£23,031 - £24,066 y flwyddyn / per annum pro rata	Gradd / Grade:	3
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. Pro rata. 25 Days per annum. In addition, WJEC currently allows 16 statutory / additional holidays. Pro rata.		
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	Nifer yr oriau yr wythnos / No. of hrs per week	
<input checked="" type="checkbox"/>	Llawn amser, Tymor Cyfyngedig / Full-time, Limited Term	Diwedd y Tymor / End of Term	01 Mai i 31 Awst 2025 / 01 May to 31 August 2025
<input type="checkbox"/>	Rhan amser, Tymor Cyfyngedig / Part-time, Limited Term	Diwedd y Tymor / End of Term	/ /
		Nifer yr oriau yr wythnos / No. of hrs per week	36.5
Dull Ymgeisio:		Method of Application:	
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn 12:00; dydd Iau 27 Mawrth 2025. Disgwylir cynnal cyfweiliadau yn ystod yr wythnos yn dechrau 07 Ebrill 2025.</p> <p>Completed forms should be sent by email to hr@wjec.co.uk by 12:00; Thursday 27 March 2025. Interviews are expected to take place in the week commencing 07 April 2025.</p>			