

Qualifications Administrative Officer

Salary: £25,245 - £27,960 per annum pro-rata (Grade 4)

**Contract Type: Part-time (21.9 hours per week),
Fixed term until 30 September 2026**

WJEC is excited to be welcoming applications for a skilled administrator to join our Qualifications Support team.

The role

As Qualifications Administrative Officer, you'll provide administrative support through tasks such as proofreading, word processing and formatting a range of documents including specifications, sample assessment materials and guidance for teaching. Alongside providing secretariat support for a range of internal meetings, you'll be a first-point of contact for departmental queries, answering customers and triaging their enquiries in a professional and timely manner.

About you

To thrive in this role, you'll be flexible, adaptable and like variety within your work. You'll work well with others, with the ability to build great working relationships with a range of colleagues and customer. Most importantly, you'll enjoy working on tasks that require attention to detail and accuracy, taking pride in your work being accessed by public stakeholders.

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.

There is good flexibility in terms of working-pattern, which can be agreed with the successful applicant. However, candidates are expected to split the 21.9h over a minimum of 3 weekdays, ideally including a Tuesday.

If you would like to know more about the position or about working for WJEC, please contact our HR team (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: 23:59 Sunday, 26 April 2026

Interviews are expected to take place in week commencing 04 May 2026

JOB DESCRIPTION

Job Title:	Qualifications Administrative Officer
Department:	Qualifications Directorate
Section:	Qualifications Support Team (QST)
Responsible to:	Team Co-ordinator (QST)
Grade:	4
Location:	Western Avenue
Main purpose of Job:	

To provide high-level administrative and project support across the Qualifications and Assessment Delivery Directorate. This includes supporting qualification development and delivery activities, facilitating internal and external communications, and ensuring efficient document and data management.

Principal Duties and Responsibilities:

Administrative

- Responding to internal and external customer enquiries in a responsive, customer-focused way, escalating where appropriate.
- Providing advice and guidance to a range of stakeholders in relation to the Qualification Support Team (QST), including contributing to the QST handbook.
- Acting as secretariat to a range of meetings, including scheduling, producing agendas/minutes and distributing relevant materials, facilitating/actioning outputs as required.
- Supporting the organisation and running of conferences and events.
- Coordinating the production and distribution of monthly circulars to centres.
- Providing high level administrative support for the Assistant Directors (GQ Delivery and VTQ Delivery).
- Reviewing and updating handbooks and guidance documents for the Directorate.
- Planning and organising your own workload to ensure that key deadlines are met.
- Proposing improvements to processes to enhance effectiveness and support continuous improvement.

Word processing:

- Creating and formatting qualification document templates, for example specifications, sample assessment materials and guidance for teaching, adhering to house-style and liaising with translation where relevant.
- Proofreading and quality assuring qualification related documents ahead of publication, including identifying and correcting errors in spelling and grammar.
- Processing and interpreting complex documents including graphics, mathematical equations and scientific formulae very often from handwritten work.
- Filing and archiving documents in the appropriate/agreed format ensuring accurate version control of all materials.

Data Analysis

- Creating and monitoring digital surveys to support consultation activity, providing information and data to support analysis.
- Navigating and analysing basic spreadsheets, including producing, designing and revising charts to provide visual narratives.

Projects:

- Assisting in project coordination, tracking progress and ensuring that deadlines are met.
- Maintaining accurate and up-to-date project documentation, including project plans, schedules and progress reports.
- Organising and managing project files effectively.
- Identifying and providing relevant material and information in response to requests received.

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:	Qualifications Administrative Officer
Department:	Qualifications Directorate

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 collaborate with a diverse range of people.
- Great listening skills, ensuring the correct understanding of customer queries and enabling appropriate advice to be given.
- Confidence in IT, including competence in use of Microsoft Office programmes and the ability to learn new and/or bespoke computer programmes.
- Good numeracy skills (GCSE A*-C or equivalent)
- Self-motivated with the ability to work independently and both flexibly and collaboratively as part of a team.
- An excellent eye for detail, with the ability to carry out a range of administrative tasks accurately and efficiently.

Desirable

- Welsh language skills (written and oral)

Knowledge

Highly desirable

- Knowledge of UK examination systems, processes and procedures

Desirable

- N/A

Experience

Highly desirable

- A good level of administrative experience including experience proofreading and formatting large documents.
- Advanced Word processing skills including mail-merge, audio/touch typing or creating templates.
- Prior experience of independently planning and prioritising workload to meet multiple and sometimes tight or conflicting deadlines.

Desirable

- Demonstrable ability to review administrative processes/procedures and advise or implement improvements.

Training / Qualifications

Highly desirable

- Educated to A level standard/equivalent or equivalent demonstrable experience for the role

Desirable

- Training or qualifications in the use of Microsoft programmes

Telerau ac Amodau Gwasanaeth / Terms and Conditions of Service

Teitl y Swydd / <i>Job Title:</i>	Swyddog Gweinyddol Cymwysterau / <i>Qualifications Administrative Officer</i>		
Cyflog / <i>Salary:</i>	£25,245 - £27,960 y flwyddyn (pro-rata lle y bo'n gymwys / <i>£25,245 - £27,960 per annum (pro-rata where relevant)</i>	Gradd / <i>Grade:</i>	4
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:		
<input type="checkbox"/> Llawn-amser / Full-time	<input type="checkbox"/> Parhaol / Permanent		
<input checked="" type="checkbox"/> Rhan-amser / Part-time	<input checked="" type="checkbox"/> Tymor penodol / Fixed-term		
Nifer yr oriau yr wythnos / <i>No. of hrs per week:</i>	21.9	Dyddiad gorffen arfaethedig / <i>Planned end date:</i>	30 Medi 2026 / <i>30 September 2026</i>
		Rheswm dros y cyfnod penodol / <i>Reason for fixed-term:</i>	Cover for Absence
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 Llun 23 Mawrth 2026. Disgwylir cynnal cyfweiliadau yn ystod yr wythnos yn dechrau 30 Mawrth 2026.			
Completed forms should be sent by email to HR@wjec.co.uk by 23:59, Monday 23 March 2026. Interviews are expected to take place in the week commencing 30 March 2026.			