

Post Results Services Co-ordinator (x2)

Salary: £27,639 - £29,445 per annum (Grade 6)

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

Permanent (x1) Fixed-Term (x1)

We're looking for highly organised individuals with a keen eye for detail and passion for customer service to come and join our Post Results Services team. You will guide and develop your team to deliver an outstanding post results service, whilst meeting customer expectations and quality standards.

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 chance to be part of an organisation that both encourages and enhances the minds of tomorrow.

The role

The role-holder will play a key role to the team. They'll have responsibility for planning, preparing and delivering scripts, alongside budget management, reviewing data as part of information management reports, as well as leading and managing a team within Post Results Services. They'll be the first point of contact for external customers, resolving queries and managing resources as required.

About you

To truly flourish in this role, you'll be an organised, meticulous and enthusiastic individual who enjoys a fast-paced environment and excels at being a leader and role model to a team. You'll have strong interpersonal skills and seek jobs with high levels of customer service.

Benefits

We offer a range of excellent benefits and take pride in being an inclusive and supportive place to work. Highlights include: 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.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact our HR team (HR@wjec.co.uk), who will be more than happy to help.

Please visit our [website](#) to download a copy of the job description and application form.

Closing date: Tuesday 31 May 2022

JOB DESCRIPTION

Job title	Post Results Services Co-ordinator
Department:	Treforest Operations
Section:	Post Results Services (PRS)
Responsible to:	PRS Team Leader
Grade:	6
Location:	Treforest

Main purpose of Job:

The post holder will be responsible for the planning, co-ordination and management of the day-to-day administration of the script processing and Enquiries About Results processes to ensure that applications for these services are able to be completed in a timely, quality orientated manner.

The role also involves the packing, posting and preparation of despatch materials within the Logistics team.

The role will be the key point of contact for internal and external customers in relation to the receipt, processing, and administration of scripts. This responsibility will be carried through to the PRS period.

Principal Duties and Responsibilities:

Supervisory Responsibility:

- Organise and monitor the work of all members of staff within their Section which will comprise of two full time members of staff and temporary staff at peak periods;
- Interviewing internal and external applicants for vacancies arising within the section and to train staff in the relevant process for the successful and effective delivery of a script processing period;
- To manage a team to ensure scripts are scanned in a prompt manner in line with agreed scheduling arrangements;
- Manage a team to facilitate the effective delivery of the receipt of scripts to ensure the prompt processing of all scripts in a given area;
- Conducting staff appraisals and implementing personal development plans;
- Manage the PRS team within a given section to ensure that a team ethos and approach to work is developed;
- To manage small teams of temporary staff in processes such as booking in of scripts, printout checking, script checking as required;
- To conduct regular team briefings to ensure communication.

Processing of Examination scripts:

- To manage the process flow of scripts through all initial stages of receipt of scripts, opening up and booking in to ensure continuity of work for staff, allowing internal deadlines to be met;
- Liaise with the customer support teams regarding specific problem scripts whilst managing the scripts to ensure they are processed as effectively as possible
- Monitor the return of scripts from examiners highlighting areas of concern to the customer support / Appointees team;
- To provide statistical reports on the 'booking in' progress for scripts;
- Track the overall process of the script checking period to ensure all internal and external deadlines are met;
- Ensure that quality checks are maintained and completed;
- To oversee the processes associated with the supplying of scripts to principal examiners;
- To liaise directly with Examiners on and off site;
- To complete administration requirements as required to ensure an effective PRS period;
- To actively participate in the filing / extraction of scripts (e.g. for archiving, border lining, disposal etc.) as required;
- To develop procedures as required in support of developing a 'procedures quality manual';
- Representing the section at operational issues meetings, implementing and developing any actions or new initiatives if necessary;
- Assume responsibility for the planning of stored scripts and their timely disposal.

Post Results Services

- To assume overall responsibility for the quality and timely delivery of EAR's for a specific area (e.g. GCE, GCSE or NEA/Coursework);
- Train staff in the relevant process for the successful and effective delivery of a PRS period;
- To oversee the processes associated with coursework re-moderation. Providing procedural documentation for monitoring also to provide stats for Service 3's re-moderation of coursework;
- To ensure that all procedures are documented and kept up to date;
- To authorise and process examiners claims;
- To co-ordinate and manage the process and also assist where required, the extraction and despatch of scripts to examiners;
- Photocopying as required;
- To co-ordinate and manage the return of re-marked scripts as required;
- To be accountable and responsible for the successful completion of ATS services;
- Assisting with telephone queries from centres, examiners and internal departments;
- To recalculate results and confirm or revise grades and or UMS marks as appropriate;
- To co-ordinate re-marking activity with examiners/ Appointees/ Customer support with reference to re-marks;
- To co-ordinate and manage the prompt processing of all communications and queries regarding EAR's;
- Support other teams in PRS to ensure that the wider team achieves the departmental goals and targets;
- To ensure that activities affecting grade changes are carried out effectively and accurately;
- To develop procedures as required in support of developing a 'procedures quality manual';

- Support all other activities within the PRS function to ensure an effective and timely delivery of a PRS period for all Subjects and scripts returned;
- To work closely with SO's and PRS regarding all extended re-marks;
- To retrieve data and provide information to internal customers;
- To resolve enquiries from centres;
- Manage all resources to ensure that budgets are met and not exceeded.

During various times of the year, the post holder will be required to work in other areas of the Operations Directorate, but more specifically in the despatch and print areas.

The post holder may be asked to work on specific projects or tasks or take on additional duties as requested by the PRS Team Leader.

To complete any additional tasks or duties as required commensurate with job grade and duties.

Person Specification

Job title:	Post Results Services Co-ordinator
Department:	Treforest Operations

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

- Strong organisational skills
- Good verbal and written communication skills
- Self-motivated and able to work on own initiative, making decisions where appropriate
- Highly accurate with attention to detail
- Understand the importance, and maintain high levels, of confidentiality
- Ability to work under pressure to meet goals and tight deadlines
- Ability to quickly adapt to new circumstances as they arise
- Ability to communicate and build relationships with others
- Proficient in using common office IT packages (e.g. MS Office)
- Ability to cooperate with others and be an active member of a team
- Evidence of ability to solve problems using initiative and creativity, identifying and proposing practical solutions where appropriate

Knowledge

Highly desirable

- Knowledge of examination series

Desirable

- Knowledge of bespoke WJEC systems
- An understanding of the script management cycle and the work undertaken by post results services

Experience

Highly desirable

- Experience of EAR's/ PRS

Training / Qualifications

Other Requirements

Highly Desirable

- Proactive
- Ability to learn new tasks quickly

Desirable

- Fluency in Welsh, written and oral

Telerau ac Amodau Gwasanaeth

Terms and Conditions of Service

Teitl y Swydd:
Job Title: Cydlynnydd Gwasanaethau ar ôl y Canlyniadau/ Post Results Services Co-ordinator

Cyflog:
Salary: £27,639 - £29,445 per annum

Gradd:
Grade: 6

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:

Llawn-amser / Full Time

Rhan-amser / Part Time

Llawn-amser Tymor Cyfyngedig / Full Time Limited Term (x1)

Rhan-amser Tymor Cyfyngedig / Part Time Limited Term

Nifer yr oriau yr wythnos
No of hrs per week

Diwedd y Tymor
End of Term

30 September 2022

Diwedd y Tymor
End of Term

/ /

Nifer yr oriau yr wythnos
No of hrs per week

36.5

Dull Ymgeisio:

Method of Application:

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk neu eu postio i'r Uned Adnoddau Dynol, CBAC, 245 Rhodfa'r Gorllewin, Caerdydd, CF5 2YX erbyn **31 Mai 2022**.

Completed forms should be sent by email to hr@wjec.co.uk or returned by post to the Human Resources Unit, WJEC, 245 Western Avenue, Cardiff CF5 2YX by **31 May 2022**.