2511-08 Administrative Assistant (e-Processing)
Salary: £25,245 - £27,960 per annum pro rata (Grade 4)
Contract type: Full-time (36.5 hours per week), Fixed term to 30 September 2026

The challenge
As Wales' largest awarding body, 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
This role plays an integral part within our post results services team. A key element of the role is working with our internal teams and examiners, using bespoke software, to ensure accurate processing of examination scripts, ensuring that all scripts are ready for marking within the appropriate timeframes. The post holder will be a key point of contact for stakeholders, ensuring the smooth delivery of administrative support within the post results services team and all post results outcomes.

The person
To thrive in this role, you will be a strong communicator, with the ability to liaise with stakeholders across the organisation. As the nature of the work will require completing various administrative tasks, you'll possess a pro-active approach to your work, with the ability to work under pressure to meet deadlines, whilst also always ensuring accuracy and attention to detail.

Our benefits
WJEC is a welcoming and supportive organisation, which is proud to offer a range of generous employee benefits including: 25 days annual leave a year (plus 16 statutory/ additional days), training and development opportunities including free Welsh language courses, and a good pension scheme.

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

Closing date: 23:59, Sunday 01 February 2026

245 Western Avenue, Cardiff CF5, 2YX
Tel 029 2026 5002 / 5189 / 5015
www.wjec.co.uk

JOB DESCRIPTION

Job Title:	**Administrative Assistant (e-Processing)**
Department:	Operations
Section:	Post Results Services
Responsible to:	E-Processing PRS Team Leader
Grade:	4
Location:	Treforest

Main purpose of Job:

To provide administrative support for the provision of marking materials for examiners for subjects that are marked electronically, and ensuring unscannable scripts and ancillary materials received from scanning providers are processed in an efficient and effective manner, ensuring schedules and deadlines are adhered to and met.

To provide administrative support for the Post Results services processes to ensure that scripts are scanned and ready in an efficient and effective manner applications for PRS are completed in a timely, quality-orientated manner.

Principal Duties and Responsibilities:

Processing of Examination scripts
- To supervise and train small teams of temporary and permanent staff in booking in of scripts, printout checking, segmenting, previewing, script checking, unscannable scripts process, ancillary materials process, and mark processing as required.
- To provide reports to series delivery and domain colleagues on the progress of segmenting, previewing and unscannable scripts processes.
- To coordinate the logging and sending to examiners of unscannable scripts from the scanning bureau filed at TF.
- To be responsible for the processing of marks and item level data for unscannable scripts.
- To be responsible for the creation of temporary staff marker accounts and access privileges for segmenting and previewing.
- To ensure quality control and second line fixing of segmentation queues are cleared efficiently and effectively.
- Liaise with subject officers and appointees regarding examiner lists to mark unscannable scripts ensuring accurate conflict of interest data is maintained.
- Liaise with series delivery colleagues over the processing of marks for candidates, to ensure effective processing of missing marks.
- To coordinate the processing of mark deductions for candidates with access arrangements (scribes).
- To maintain good housekeeping levels when moving scripts, maintaining equipment, and to be health and safety aware when handling boxes.
- To implement and follow quality control procedures
- To liaise with internal and external customers to ensure no delays to progress of marking for subjects marked electronically.

Post Results Services
- To be responsible for a script status ensuring outcomes are provided to centres within regulatory deadlines.
- To be responsible for monitoring timelines and progress of requests ensuring scripts are available for marking at the earliest opportunity.
- To be responsible for exceptional requests for access to scripts, where centres are unable to download the script.
- To review conflict of interest data for PRS requests, liaising with appointees colleagues to appoint additional reviewers where required.
- To provide reports on the status of requests escalating any concerns.
- To process and approve mark changes.
- To issue outcome letters to centres.
- To assist in investigations involving missing scripts and marks.
- To assist with re-moderations of coursework
- To assist with further investigative reviews and ensure that AMP is updated to assist FIRG and PROG
- To provide specialist advice and guidance to centres on a range of processes and procedures related to post results services.
- Support all other activities within the PRS function to ensure and efficient and effective delivery of a PRS period

Other
- To monitor and resolve internal and external customer queries, from all communication channels, escalating to the appropriate person(s) where required.
- To assist with the development of the role of E-processing within the PRS department
- To understand all software used for processing scripts that are marked electronically, offering improvements to minimise the number of scripts returned to WJEC.
- Participate and represent PRS at E-processing project groups.
- To participate in lessons learnt activity and continuously develop processes and practices.
- To support e-Processing PRS Co-ordinators in writing procedures
- To work closely with other departments in WJEC to deliver team objectives.
- To understand the importance of confidentiality and adhere to best practice principles, when working with confidential data.
- To abide by WJEC processes and procedures, including IT security, Safeguarding, Health & Safety and Equality Diversity and Inclusion.

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Person Specification

Job Title:	**Administrative Assistant (e-Processing)**
Department:	Post Results Services

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
- Organisational skills, including good time management
- Good verbal and written communication skills
- Ability to work and make decisions independently
- Highly accurate with attention to detail
- Understand the importance, and maintain high levels, of confidentiality
- Ability to work under pressure to meet goals and deadlines
- Be flexible and adaptable with the ability to multi-task
- Ability to cooperate with others and be an active member of a team
- Ability to problem solve, providing effective solutions where required

Knowledge

Highly desirable
- Computer literacy, knowledge of Microsoft packages/ able to use a PC

Desirable
- Knowledge of AS400
- Knowledge of CMI+
- Knowledge of E-Marker
- Knowledge of E-Marker 2

Experience

Highly desirable
- Experience of working with EARs/ centres

Desirable
- Experience of supervising small teams
- Experience of dealing with members of the public

Training / Qualifications

Other Requirements

Desirable
- Proactive in approach to work tasks
- Fluency in Welsh, written and oral
- Ability to learn new tasks quickly

Telerau ac Amodau Gwasanaeth / *Terms and Conditions of Service*

Teitl y Swydd / *Job Title:*	**Cynorthwyydd Gweinyddol (e-Brosesu)** / Administrative Assistant (e-Processing)

Cyflog / *Salary:*	**£25,245 - £27,960 y flwyddyn (pro-rata lle y bo'n gymwys)**	**Gradd /** *Grade:*	4

Gwyliau Blynyddol / *Annual Leave:*	**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.** *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.*
Pensiwn / *Pension:*	**Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol.** *The provision of the Local Government Pension Scheme (LGPS) applies.*

Math o Gytundeb / *Contract Type:*

Oriau Gwaith / *Working Hours:*		**Hyd y Contract** / *Length of Contract:*	
☒ **Llawn-amser** / *Full-time*		☐ **Parhaol /** *Permanent*	
☐ **Rhan-amser** / *Part-time*		☒ **Tymor penodol /** *Fixed-term*	
Nifer yr oriau yr wythnos / *No. of hrs per week:*	36.5	**Dyddiad gorffen arfaethedig /** *Planned end date:*	30 Medi / September 2026
		Rheswm dros y cyfnod penodol / *Reason for fixed-term:*	Swydd lanw / Backfill cover

Arall / *Other:*

Cyfnodau prysur llwyth gwaith / *Workload Peaks:*	**Amh** *N/A*

Dull Ymgeisio / *Method of Application:*

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn **23:59, dydd Sul 01 Chwefror 2026**.

Completed forms should be sent by email to HR@wjec.co.uk by **23:59, Sunday 01 February 2026**.