

Assistant Head of Awarding & Standards

Contract type: Full-time, permanent.

Salary: £41,601 – 44,625 per annum

We are excited to be welcoming applications for an experienced project manager to join us as an Assistant Head of Awarding and Standards. This unique role at WJEC works closely and in support of the Department Head to develop policies, procedures, training and data handling systems which enable us to award our qualifications in line with regulatory requirements.

The role promises to be busy and varied, as the role-holder will lead on the operational planning for the department for each examination series, tracking the development and delivery of each aspect. This will include collaborating with colleagues across WJEC, as necessary; designing and documenting aspects of moderation and awarding processes; supporting the Head of Awarding & Standards in training and advising colleagues on a range of challenges in this area and joining the team responsible for signing off awarding outcomes, as a Grading Partner.

If that wasn't enough, the post-holder also provides leadership and management to the Replacement Certificates team. On a day-to-day basis, they act as a point of escalation for queries and ensure that the delivery of Replacement Certificates services is customer-focused, efficient, and aligned with regulatory policy requirements.

To be successful in this role, candidates should have a good level of experience in leading or managing projects, ideally within a regulated environment. Applicants are expected to be confident working with quantitative data, enthusiastic about process improvements and have strong communication and networking skills. This role is a hybrid post, enabling the successful candidate to split their time between working in our Cardiff offices and working remotely. Welsh language skills are not essential but the willingness to learn is always valued. 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.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact Fliss Spacie (she/her) (Felicity.Spacie@wjec.co.uk), who would be more than happy to help.

Interviews are expected to take place via Microsoft Teams on 21 December 2021. Please visit [our website](#) to download a copy of the job description and application form.

Closing date: Tuesday 14 December 2021

JOB DESCRIPTION

Job title	Assistant Head of Awarding & Standards
Department:	Research & Standards
Section:	Qualifications and Assessment Delivery
Responsible to:	Head of Awarding & Standards
Grade:	11
Location:	Western Avenue

Main purpose of Job:

The Assistant Head of Awarding & Standards supports the Head of Awarding & Standards in ensuring that WJEC has policies and procedures, data handling systems, and training and support needed to award qualifications in line with regulatory requirements, as efficiently and effectively as possible.

The post-holder leads on the operational planning for the Research & Standards department for each examination series, tracking the development and delivery of each aspect and liaising with colleagues across WJEC as necessary. They also design and document aspects of moderation and awarding processes, and support training colleagues in different directorates on moderation and awarding issues. The post-holder is also one of the senior team responsible for signing off awarding outcomes, as a Grading Partner.

The post-holder also provides leadership to the Replacement Certificates team throughout the year, line-managing all team members, and working with the team to develop and improve processes and services.

Principal Duties and Responsibilities:

Awarding and Standards

- To lead the operational planning and delivery of the team for each examination series (excluding technical material required for awarding purposes). Tasks include:
 - Tracking and reporting the development and delivery of each aspect, liaising with colleagues across WJEC as necessary to ensure timely completion.
 - Producing the awarding timetable for each examination series, ensuring there are sufficient resources within the Research & Standards team to effectively deliver awarding policies and procedures.
 - Overseeing the awarding process; liaising with multiple WJEC departments and co-ordinating processes to ensure that awards are conducted effectively.
 - Evaluating and encouraging regular improvement to the design and function of systems used for mark processing and awarding.
- To provide advice and guidance on Awarding & Standards' work, including supporting subject experts through the examining and awarding process, and awarding and standards elements of qualification development work.
- To increase general awareness of awarding procedures; designing and delivering training and supporting materials for a range of internal and external stakeholders, including large-scale presentations.

- To manage issues arising in relation to the selection of material for the National Archive and the WJEC archive, and to monitor the timely completion of this work for each examination series.

Leadership and Management

- To lead and manage the Replacement Certificates team and be responsible for the professional development, pastoral care and welfare of the team.
- Establish team objectives and delegate responsibility for delivery of these, conducting meaningful Performance Management Reviews to track achievement, identify training and development activity and performance manage staff.
- To monitor the delivery of the service, ensuring that it is timely, customer-focused, efficient and compliant with WJEC policies and regulatory conditions.
- To be an ambassador for change and process improvement; developing and enhancing the department's services, under the direction of the Head of Awarding & Standards.
- To respond to queries and complaints relating to the service, liaising with department directors, where necessary.
- To lead the team responsible for quality-assuring all award files and liaise with relevant Directors or Department Leads to address post-award checks and/or changes.

Stakeholder Engagement

- To represent the Research & Standards department in a variety of internal and external forums relating to the awarding process, including UK Regulatory boards.
- To identify and mitigate risks and dependencies through the examinations series, where they are pertinent to the work of the Research & Standards department.

Governance and Regulatory Compliance

- In conjunction with the Head of Awarding & Standards, to determine and document policies and procedures for awarding and related mark-processing activities, ensuring they are compliant with WJEC policies and relevant National regulatory conditions.
- To agree and sign-off awarding outcomes, with subject officers and Chairs of Examiners.
- To oversee the compilation and checking of awarding outcomes in line with regulatory requirements, including the uploading of data to regulators.
- To design and deliver departmental training to enhance understanding of the awarding process, particularly in relation to the implications of maintaining standards, as new specifications are examined for the first time.
- To review and respond to matters arising from the regulators' monitoring activities.

In addition:

- To work closely with other departments in WJEC in support of 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, Health & Safety and Equality, Diversity & Inclusion.
- To undertake other duties which are not included above but are consistent with the role.

Person Specification

Job title:

Department:

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 communication skills, with the ability to explain complex material to a variety of audiences.
- Confidence in designing and delivering presentations.
- Self-driven, with the ability to independently plan and organise own workload (and that of the team) to meet tight deadlines.
- Good computer literacy, with confidence using Microsoft Office (particularly: Teams, Word, Excel and Powerpoint) and the ability to learn new software with minimal supervision.
- Confidence in numeracy with the ability to apply basic statistical techniques to interpret and comment on numerical information effectively.
- Organisational and administrative skills enabling you to prioritise, delegate and deliver departmental objectives with minimal supervision.
- A critical eye for detail; able to identify, record and mitigate against procedural risks.

Desirable

- Welsh Language Skills

Knowledge

Highly desirable

- A sound knowledge of the examinations awarding process.

Experience

Highly desirable

- Demonstrable ability to initiate and maintain good working relationships with contacts within and outside an immediate work team
- Previous experience leading a team; delegating workload, supporting development, fostering continuous improvement, and ensuring compliance to policy/procedures.
- Experience producing high-quality and concise written documentation such as recommendation reports, business cases and/or corporate policy.
- Experience of working in a regulated environment, managing policy and procedures to meet internal and external requirements.
- Demonstrable experience of project management with the ability to negotiate cross-departmentally to agree, monitor and deliver project objectives.

Desirable

- Experience of the examinations/awarding cycle.
- Experience using statistical software, e.g. SPSS, Stata, R.

Training / Qualifications

Highly desirable

- Honours degree/equivalent or commensurate professional experience.

Desirable

- Qualification(s) demonstrating a high level of numeracy or statistical competency.
- Project Management qualification

Other Requirements**Highly desirable**

- An ability to work calmly and carefully under pressure.
- An innovative, creative and flexible approach to work.

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

**Teitl y Swydd/
Job Title:** Assistant Head of Awarding & Standards

**Cyflog/
Salary:** £41,601 – £44,625

**Gradd/
Grade:** 11

**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.
25 Days per annum. In addition, 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

Rhan-amser Tymor Cyfyngedig / Part Time Limited Term

**Nifer yr oriau yr wythnos
No of hrs per week**

**Diwedd y Tymor
End of Term**

**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 erbyn **14 Rhagfyr 2021**.

Completed forms should be sent by email to hr@wjec.co.uk by **14 December 2021**.