

Series Processing Manager

Salary: £41,814-£45,396 per annum (Grade 10)
Contract type: Full-time (36.5 hours per week), Permanent

WJEC are excited to be welcoming applications for a new role to the organisation: Series Processing Manager.

The role

Working as part of the Operations Directorate, you will support the Assistant Director Operations (Series Delivery) with the successful end-to-end delivery of each examination series. You will lead and manage key groups and work streams, developing strategies that ensure the organisation meets its regulatory requirements in relation to the successful delivery of the examination cycle. You will be responsible for leading and managing teams and functions within the directorate, whilst also reviewing and overseeing the implementation of strategies, policies, and procedures resulting in the effective and efficient administration of each exam series.

About you

To thrive in this role, you will have experience of working with various stakeholders across the organisation and managing multiple projects within the appropriate timeframes. You will be a solution focused individual with the ability to consult with key stakeholders to provide relevant outcomes, whilst also being able to process and present data to a wide range of audiences. Knowledge of examination and marking processing systems, assessment structures and the annual cycles would be advantageous for this role.

Our benefits:

At WJEC, we pride in being an inclusive and supportive place to work. Alongside hybrid working, 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 highly 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.

To find out more about the role, or about working for us, please do not hesitate to contact our HR team (HR@wjec.co.uk), who will be more than happy to answer your questions.

Interviews are scheduled to take place Monday 11 March 2024.

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

Closing date: 23:59; Tuesday 20 February 2024

JOB DESCRIPTION

Job title:	Series Processing Manager
Department:	Operations
Section:	Series Processing
Responsible to:	Assistant Director of Operations (SD)
Grade:	10
Location:	Cross Site/ Hybrid
Main purpose of Job:	

To ensure the end-to-end delivery of each examination series. With the support of the Assistant Director Operations (SD), lead and manage key groups and work streams to identify risk, develop strategies for response and coordinate activities in relation to the successful delivery of the examination cycle. Ensuring the organisation meets its regulatory requirements in on-time, correct results per examination series.

Drive data-based decision-making process across the Operations Directorate and facilitate the sharing of operational data and decisions across the organisation.

Responsibility for leading and managing the teams within the Operations directorate functions. This will include reviewing and overseeing the implementation of strategies, plans, policies, processes and procedures resulting in the effective and efficient administration of each exam series.

Principal Duties and Responsibilities:

- To be responsible for developing and maintaining a cross-organisational plan of all activities that underpin the secure, on-time and accurate delivery of each examination series. Detailing interdependencies, consulting on timelines and deadlines and monitoring progress.
- To be responsible for overseeing risk-based monitoring, reporting and escalation in relation to all series related activities
- To liaise with representatives across all departments to assign tasks and track completion in relation to all series related activities.
- To be responsible for the development and completion of tracking and monitoring programmes for all marking and mark submission activities across each examination series. Creating cross-organisational work groups and streams.
- To liaise with key personnel across the assessment delivery and operations teams to respond to emerging risk and develop action plans in relation to marking and mark submission activities.
- To lead on data collection and the use of data to identify, investigate and where possible resolve issues relating to delivery of on time, accurate results including but not limited to - missing scripts, missing part scripts, missing marks.

- To act as the directorate lead in developing reports and collating the supporting data to present to key groups. Including but not limited to AMG (Assessment Management Group), PROG (Post Results Oversight Group), SMG (Series Management Group), IMG (Incident Management Group)
- To lead on the analysis and preparation of data to support directorate/organisational resource planning
- Contribute to the Conditions of Recognition data gathering and updating to ensure regulatory compliance is maintained.
- To liaise with external agencies such as JCQ, other awarding bodies and regulators and to represent WJEC on working panels and meetings.
- To set high standards in complying with all WJEC internal policies and procedures and legislation including Health and Safety, Safeguarding and Equalities.
- Contribute to the development of dashboards and management information to improve visibility and access by all interested parties across the organisation.
- To deliver training as required to support the Directorates strategic direction and objectives and deliver improved digital literacy within the teams by delivering best practice approaches to data management and analysis
- To provide information and data to support Continuous Improvement, business cases etc.
- To contribute to the development of organisational strategies and plans

Team Management

- To be responsible for leading and managing the functions and staff including the full range of human resources responsibilities – recruitment and selection, managing performance, overall workloads and approving the use of temporary staff during peak periods within the budget available.
- To be responsible for monitoring and managing the section budget and approving expenditure within WJEC's guidelines.
- To be responsible for the budget planning and liaison with external stakeholders
- To be responsible for performance management and monitoring arrangements for the functions ensuring that all regulatory requirements are met; to set targets to maximise the effectiveness and efficiency of the team
- To hold regular meetings with team members to share information.
- Ensure core values are adhered to and embedded into the work processes
- To ensure that Health and Safety requirements are met within the teams, including the completion of training modules in a timely manner
- Ensure that staff wellbeing, welfare and morale is maintained within the team.

Other

- To set high standards in complying with all WJEC internal policies and procedures and legislation including Health and Safety, equalities, and diversity
- To undertake other duties as required which are commensurate with the grade of the post
- To contribute to the management of the corporate strategic and directorate operational risk register, ensuring tasks and activities are in developed to mitigate and manage risk

Person Specification

Job title:	Series Processing Manager
Department:	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

- Ability to use computer systems at a high level
- Ability to process, analyse and present data
- Ability to present information clearly and logically to different audiences.
- Excellent communication skills, both oral and written
- Ability to develop and sustain good working relationships within teams
- Ability to develop cross functional working teams
- Ability to lead in a pressure situation
- Ability to manage multiple projects and tasks without losing focus
- Ability to analyse problems, consult and gain consensus to provide solutions
- Proved ability to train others

Knowledge

Highly desirable

- Knowledge of internal examination and mark processing systems and processes
- Knowledge of assessments, assessment structures and the annual cycles
- Expert knowledge of MS Excel or equivalent

Desirable

- Management information systems
- Knowledge of project management methodology and processes
- GDPR knowledge/experience

Experience

Highly desirable

- Report writing
- Preparation and presentation of data

Desirable

Training / Qualifications

Other Requirements

Highly desirable

Ability to work flexibly across all sites and remotely

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd: Job Title:	Rheolwr Prosesu Cyfresi/ Series Processing Manager		
Cyflog: Salary:	£41,814 - £45,396 y flwyddyn/ per annum	Gradd: Grade:	10
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. Pro rata 25 Days per annum. In addition, the 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 checked="" type="checkbox"/> Llawn-amser / Full Time <input type="checkbox"/> Rhan-amser / Part Time <input type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term <input type="checkbox"/> 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 36.5 No of hrs per week	
Dull Ymgeisio:		Method of Application:	
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 23:59; dydd Mawrth 20 Chwefror 2024. Completed forms should be sent by email to hr@wjec.co.uk by 23:59; Tuesday 20 February 2024.			