

## Administrative Assistant: Compliance (2 posts)

**Salary:** £21,912 - £22,899 per annum (Grade 3)

**Contract 1:** Full-time, fixed-term (03 April 2024 until 31 October 2024)

**Contract 2:** Full-time, fixed-term (03 April 2024 until 30 September 2024)

The successful candidates will join a really important section of WJEC, the Compliance Team, responsible for addressing complaints, appeals, safeguarding concerns and malpractice allegations.

### The role

As Administrative Assistant, you'll support the team by keeping up to date records and helping collate relevant paperwork for the case investigators in a timely fashion. Alongside monitoring case progress, you'll be a first point of contact for any enquiries coming into the department, so will enjoy providing a good customer service and communicating with others.

### About you

In this role, you'll be reviewing a range of sensitive complaints or concerns, some of which can be of an upsetting nature. As such, candidates must have excellent interpersonal skills and be prepared to review sensitive information. You'll enjoy using databases to track and monitor work and will have good IT skills across the suite of Microsoft programmes, in particular, Excel.

### Benefits

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. 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 HR, ([HR@wjec.co.uk](mailto:HR@wjec.co.uk)) who would be more than happy to answer your questions.

**Closing date: 23:59; Sunday 04 February 2024**

Interviews are expected to take place in the week commencing 12 February 2024.

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Administrative Assistant – Compliance</b>
<b>Department:</b>	Assessment Delivery
<b>Section:</b>	Customer Support
<b>Responsible to:</b>	Head of Compliance
<b>Grade:</b>	3
<b>Location:</b>	Western Avenue
<b>Main purpose of Job:</b>	

The post holder will undertake in a wide range of functions to ensure that centres receive excellent customer service.

The post holder will undertake a wide range of administrative duties in respect of complaints, appeals, malpractice and safeguarding.

## Principal Duties and Responsibilities:

- To deal with calls to and from centres and other stakeholders professionally, providing them with accurate information and, when necessary, referring them the appropriate person.
- To respond to emails and letters from centres and other stakeholders.
- To collate data as requested for reporting and performance management purposes, ensuring accuracy at all times.
- To assist with reporting safeguarding concerns to centres and log responses.
- To assist with administration in relation to candidate malpractice and appeal cases.
- To maintain the safeguarding and complaints register accurately and monitor that actions are being completed
- To check WJEC's webpages to ensure that all information is up-to-date.
- To ensure documentation is filed and retained correctly and accurately in accordance with WJEC procedures.
- To be responsible for monitoring and actioning e-mail correspondence received in the generic mail boxes for Appeals, Complaints, Malpractice and Safeguarding.
- To contribute to the handling of incident management processes and forms including cybersecurity.
- To set high standards in complying with all WJEC internal policies and procedures and legislation including Health and Safety, Safeguarding, Data Protection and Equalities.
- To undertake other duties as required by the Assistant Director and Head of Compliance which are commensurate with the grade of the post.

<b>Person Specification</b>	
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<b>Job Title:</b>	Administrative Assistant – Compliance
<b>Department:</b>	Assessment Delivery

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.

<b>Skills and Abilities</b>	
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**Highly desirable**

- Good oral and written communication skills with the ability to provide sensitive or complex information to a variety of audiences.
- Ability to work in an organised and accurate way.
- Ability to work well independently and as part of a team, with a flexible and pro-active approach to work.
- Good level of ICT skills, particularly Excel, and the ability to apply these skills
- An eye for detail, with the ability to carry out a range of administrative tasks accurately and efficiently.

**Desirable**

- Ability to work through the medium of Welsh

<b>Knowledge</b>	
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**Highly desirable**

- N/A

**Desirable**

- Knowledge of UK Education, Examinations and Qualifications Systems.

<b>Experience</b>	
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**Highly desirable**

- Administrative experience within a customer focussed environment
- Experience of answering queries from internal and external stakeholders
- Experience of completing work in order to meet critical deadlines.

**Desirable**

- Experience of using WJEC IT systems

<b>Training / Qualifications</b>	
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**Highly desirable**

- 5 GCSE's including English and Maths, or equivalent qualifications or demonstrable experience for the role

**Desirable**

- N/A

<b>Other Requirements</b>	
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**Highly desirable**

- Willingness to learn and develop oneself

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
<b>Teitl y Swydd/ Job Title:</b>	Cynorthwydd Gweinyddol: Cydymffurfio / Administrative Assistant: Compliance		
<b>Cyflog/ Salary:</b>	£21,912 - £22,899 y flwyddyn / per annum	<b>Gradd/ Grade:</b>	3
<b>Gwyliau Blynnyddol/ Annual Leave:</b>	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.		
<b>Pensiwn/ Pension:</b>	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol. The provision of the Local Government Superannuation Act apply.		
<b>Math o Gytundeb:</b>		<b>Contract Type:</b>	
<div><input type="checkbox"/> Llawn-amser / Full Time</div> <div><input type="checkbox"/> Rhan-amser / Part Time</div> <div><input checked="" type="checkbox"/> Llawn-amser Tymor Cyfyngedig / Full Time Limited Term</div> <div><input type="checkbox"/> Rhan-amser Tymor Cyfyngedig / Part Time Limited Term</div> <div><div><div><b>Nifer yr oriau yr wythnos No of hrs per week</b></div><div><b>Diwedd y Tymor End of Term</b></div></div><div><div><b>Nifer yr oriau yr wythnos No of hrs per week</b></div><div><b>Diwedd y Tymor End of Term</b></div></div><div><div><b>Nifer yr oriau yr wythnos No of hrs per week</b></div><div><b>Diwedd y Tymor End of Term</b></div></div></div> <div><div>31/10/2024</div><div>30/09/2024</div><div>36.5</div></div>			
<b>Dull Ymgeisio:</b>		<b>Method of Application:</b>	
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at <a href="mailto:ad@cbac.co.uk">ad@cbac.co.uk</a> erbyn <b>dydd Sul 04 Chwefror 2024</b>.</p> <p>Completed forms should be sent by email to <a href="mailto:hr@wjec.co.uk">hr@wjec.co.uk</a> by <b>Sunday 04 February 2024</b>.</p>			