e-Assessment Support Officer x2
Salary: £23,322 - £25,830 per annum (Grade 4)
Contract type: Full-time (36.5 hours per week), Permanent

The challenge:
As Wales's 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:
E-Assessment is an essential part of our current and future awarding landscape. The post holder will work as part of an innovative team, providing first line email and telephone support to schools, colleges, and internal stakeholders. As part of the e-Assessment team you will be responsible for the creation of user accounts, providing administrative support, data collation and updating of user guides. You will also be the first point of contact for technical support regarding the installation and use of e-Assessment software and work closely with third party technology partners in resolving technical or operational issues.

The person
To thrive in this role, you will need excellent communication and numeracy skills with experience of dealing with the public by email and telephone. You will have strong organisational skills with the ability to prioritise your workload, working independently as well as part of a small team. You will be able to work under pressure, working accurately to ensure deadlines are met. Ideally, we are looking for one of the roles to be filled by someone who is comfortable communicating bilingually (Welsh/ English).

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. Whilst there will be times when you are required to work on-site in our Cardiff office, we would be happy to consider requests for flexible and/or homeworking from the successful applicant.

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.

Please visit our website to download a copy of the job description and application form.

Closing date: 23:59; Monday 25 March 2024

JOB DESCRIPTION

Job title	e-Assessment Support Officer
Department:	IT
Section:	e-Assessment
Responsible to:	e-Assessment Development Manager
Grade:	4
Location:	Hybrid

Main purpose of Job:

The e-Assessment Support Officer is responsible for providing administrative & end user helpdesk support for all e-Assessment services and awarded contracts, including internal teams and external customers. Working within the e-Assessment team, you will be required to deliver first and second front line technical support to all end users, responding to requests for information. You will also prepare relevant documentation as required, updating user guides, data collation, report creation and general administrative support.

You will work closely with colleagues from across the organisation and external stakeholders, including third party suppliers, so the ability to deliver complex technical information in a clear and concise manner is important within the role. You will also work with technology partners & participate in testing of new software releases.

Principal Duties and Responsibilities:

Support
- To provide first line email and telephony support to centres for all e-Assessment functions including Personalised Assessments
- To deliver first line technical support for e-Assessment system users
- To liaise with colleagues in providing second line technical support
- To work with third party technology partners in resolving technical or operational issues
- To respond to requests for information, prepare introductory packs for new centres and preparation of other communications
- To update online documentation/web pages, following specific in-house guidelines
- To represent the e-Assessment team in meetings as appropriate, collating statistics/usage data and displaying the information in an appropriate format

Administration
- To create user accounts and ensure the assignment of appropriate roles within the Surpass platform
- Data collation regarding usage of e-Assessment functions including Personalised Assessments
- To create reports regarding system usage, calls, emails etc as required and present where required
- To provide administrative support for internal stakeholders for qualifications with an e-Assessment component

- To support the administration & management of the e-Assessment platforms
- To provide administrative support for e-Assessment and Personalised Assessments related meetings.
- To support the processing of marks and awarding for e-Assessment qualifications
- To assist in the preparation and updating of user guides

<u>Development Support</u>
- To work with technology partners & participate in testing of new software releases

<u>Personal Development</u>
- To follow continuous improvement and refinement processes, whilst also acquiring additional skills and tools, undertaking relevant industry qualifications (where applicable), ensuring that continued personal development remains at the forefront of the role

- To maintain a detailed knowledge and understanding of educational and technological developments relevant to the provision of e-submissions, including on screen testing.

<u>Additional Activities</u>
- Any other duties commensurate with the grade of the post

Person Specification	

Job title:	**e-Assessment Support Officer**
Department:	IT

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 include potential for growth and development into the role.

Skills and Abilities

Highly desirable

- Strong administrative skills, with the ability to deliver tasks to a high standard and within the appropriate timeframes and with accuracy
- Ability to work well independently and as part of a team, with a flexible and pro-active approach to work
- Confident communicator with the ability to convey information in a clear and succinct manner
- Effective time-management skills with the ability to independently organise and prioritise workload, whilst also managing multiple tasks simultaneously
- Responsive to changing demands with the ability to produce practical solutions
- Ability to work efficiently and to keep calm when under pressure
- A high level of accuracy and attention to detail
- Ability to think outside the box, constantly seeking creative but workable solutions to complex problems
- IT skills: Microsoft Office, in particular Outlook email application and Excel
- Strong numeracy skills

Desirable
- AS400
- Fluency in Welsh, written and oral

Knowledge

Desirable
- Examinations administrative procedures

Experience

Highly desirable
- Experience of dealing with the public by email and telephone
- General administrative experience

Desirable
- Experience of working in a customer services role or an IT support role

Training / Qualifications

Desirable
- Degree or equivalent, or relevant work-based experience

Telerau ac Amodau Gwasanaeth	Terms and Conditions of Service
Teitl y Swydd: **Job Title:**	Swyddog Cefnogaeth e-Asesu/ e-Assessment Support Officer

Cyflog: **Salary:**	£23,322 - £25,830 y flwyddyn/ per annum	**Gradd:** **Grade:**	4

Gwyliau Blynyddol:	25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd.
Annual Leave:	25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays

Pensiwn:	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol
Pension:	The provision of the Local Government Superannuation Act apply

Math o Gytundeb:	Contract Type:

☒ Llawn-amser / Full Time

☐ Rhan-amser / Part Time	**Nifer yr oriau yr wythnos** **No of hrs per week**
☐ Llawn-amser Tymor Cyfyngedig / Full Time Limited Term	**Diwedd y Tymor** **End of Term**
☐ Rhan-amser Tymor Cyfyngedig / Part Time Limited 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 <u>ad@cbac.co.uk</u> erbyn **23:59; dydd Llun 25 Mawrth 2024**.

Completed forms should be sent by email to <u>hr@wjec.co.uk</u> by **23:59; Monday 25 March 2024**.