

## Certifications Officer (Past Records)

Salary: £20,628.00-£22,896.00 per annum (Grade 4)

Contract type: Full-time (36.5 hours per week), Permanent

Are you interested in getting into the education sector? Do you have a passion for customer service and supporting others? If so, we have an exciting opportunity for you to join our Qualifications Support department.

### 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 department you will join supports the Qualifications function through tasks such as formatting documents, managing version control, overseeing quality assurance and copyright permissions, servicing meetings and contributing to the publication of materials on WJEC websites.

### The role

You'll be responsible for the delivery of a professional customer service within the Replacement Certificates team, answering queries relating to the replication of WJEC and non-UK qualifications, navigating and maintaining databases, undertaking identification checks and providing day-to-day workload supervision for the Certifications Support Officers. This will involve acting as point of escalation for more difficult queries, taking appropriate and intuitive action when the need arises.

### About you

For this role, a strong customer service focus, excellent eye for detail and balanced decision-making will be key. Although part of a wider team, you will need to work independently and respond to changing priorities. A skilful problem solver who can think on their feet, you'll also bring a confident approach and sound judgement to manage challenging situations.

### Benefits

We offer a range of excellent benefits including a Local Government Pension Scheme, options for flexible working, and generous leave entitlements, – all within a great team and a culture encouraging inclusion and diversity. A career with WJEC can be extremely rewarding and you will be encouraged throughout with great opportunities to develop your professional and personal skills.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact Liz Phillips ([Liz.Phillips@wjec.co.uk](mailto:Liz.Phillips@wjec.co.uk)), who would be more than happy to help.

Interviews are expected to take place via Teams during week commencing 16<sup>th</sup> August 2021.

To apply for this vacancy, please go to <https://bit.ly/WJECVacancies> for the application form.



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

## JOB DESCRIPTION

<b>Job title</b>	<b>Certifications Officer (Past Records)</b>
<b>Department:</b>	Assessment Delivery
<b>Section:</b>	Research and Standards
<b>Responsible to:</b>	Assistant Head of Awarding and Standards
<b>Grade:</b>	4
<b>Location:</b>	<b>Western Avenue</b>

### Main purpose of Job:

#### Confirmation of historic and current results for all qualifications:

- Customers who have mislaid their WJEC examination certificates
- Customers who did not collect their original certificates from the centre where they sat their examinations
- Customers who require confirmation of qualifications to be sent direct to a third party.

The WJEC offers two services:

- (1) The provision of a **Certifying Statement of Results** (Certificate)
- (2) The provision of a **Letter of Confirmation** to an employer or professional body

In addition, the Certifications Officer (Past Records) liaises with the Assistant Director (Centre Support) and the Head of Series Delivery where necessary, regarding Replacement Certificates issues of a sensitive nature. The role-holder will also liaise with WJEC colleagues in relation to original certificate issues and new qualifications that impact on the Replacement Certificates section.

### Principal Duties and Responsibilities:

- To deliver a professional customer service within the Replacement Certificates team, providing accurate and timely responses to enquiries from a range of global customers. Examples include:
  - Queries relating to WJEC qualifications.
  - Supporting customers to receive replacement certificates for a change in their personal circumstances (e.g. change of name).
  - Queries relating to non-UK qualifications processes (e.g. regarding clearing systems for universities abroad).
- To communicate politely and effectively with individuals and centres with varying levels of understanding of the UK qualifications system and qualifications offered by WJEC.

- To provide day-to-day workload supervision for the Certifications Support Officers, acting as a point of escalation for more difficult or sensitive queries or complaints.
- To be responsible for the production and delivery of Certifying Statements of Results and Letters of Confirmation to students and/or requesting organisations.
- To undertake identification checks in support of the certificate replacement service, ensuring all personal data is handled in compliance with WJEC and wider GDPR processes.
- To manage and reference an array of databases and records, including: AS400, Alchemy Software (Microfiche), Microfilm, Creatio system, Books and other paper-based records/systems.
- To process a variety of financial activities, ensuring compliance with internal financial regulations at all times. Tasks may include, processing payments, generating invoices and undertaking end of day banking/receipts.
- To manage and accurately maintain databases and records relating to all aspects of replacement certificates work (e.g. applications for certificates and record amendments, historical grading and coding books).
- To regularly review the teams' administrative processes and make recommendations for improvement where identified.
- To produce written guidance and documentation in relation to Replacement Certificates' processes.
- To keep up to date with changes to internal processes; creating and introducing relevant updates to the teams' procedures, in consultation with the Assistant Director (e.g updating the application form to incorporate changes to cost).

In addition:

- To liaise with the Assistant Director (Customer Support) with regard to queries of a particularly complex or sensitive nature.
- To work closely with other departments in WJEC to deliver the objectives of Replacement Certificates.
- To provide occasional advice regarding data protection issues for police investigations
- 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

<b>Job title:</b>	Certifications Officer (Past Records)
<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.*

## Skills and Abilities

### Highly desirable

- Confidence independently planning and prioritising own workload, alongside that of others.
- An excellent eye of detail, with the ability to carry out a range of administrative tasks accurately and efficiently.
- A resilient and confident team player, with a flexible approach to work.

- An ability to work well under pressure or in a busy office environment.
- Good oral and written communication skills with the ability to provide sensitive or complex information to a variety of audiences.
- Competence in use of Microsoft Office programmes (including Outlook, Word and ideally Access and Excel).
- An ability to solve problems, using initiative and experience to form the most appropriate solution from a range of options (examples could include introduction of process improvements).
- Strong networking skills, with the ability to build and maintain working relationships across multiple departments and/or external partners.

### **Desirable**

- Fluency in Welsh (written and oral).
- Confidence learning new technologies/software.

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### **Knowledge**

### **Desirable**

- Knowledge of UK Education, Examinations and Qualifications Systems.
- An understanding of GDPR and how its principles may impact upon the post.

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### **Experience**

### **Highly Desirable**

- A proven ability to work well under pressure and to meet multiple and sometimes conflicting deadlines.
- Previous experience working in a customer-facing role, with the confidence to resolve escalated concerns (via Teams/Telephone/E-mail) with tact and diplomacy.
- A good level of administrative experience.

### **Desirable**

- Experience of working in an environment where confidentiality is important.
- Previous experience supervising a team, delegating work and monitoring progress.
- Good database skills, with prior experience working in a role that required modest data management.
- Prior experience overseeing basic financial processes (for example: cashing up, processing BACS payments, producing invoices or managing petty cash/small budgets).

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### **Training / Qualifications**

**Highly desirable**

N/A

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**Other Requirements**

**Highly desirable**

N/A

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
<b>Teitl y Swydd:</b> <b>Job Title:</b>	Certifications Officer (Past Records)		
<b>Cyflog:</b> <b>Salary:</b>	£20,628 – £22,896 per annum	<b>Gradd:</b> <b>Grade:</b>	4
<b>Gwyliau Blyneddol:</b> <b>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:</b> <b>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>	
<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		<b>Nifer yr oriau yr wythnos</b> <b>No of hrs per week</b> <b>Diwedd y Tymor</b> <b>End of Term</b> <b>Diwedd y Tymor</b> / / <b>End of Term</b> <b>Nifer yr oriau yr wythnos</b> <b>No of hrs per week</b>	
<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> neu eu postio i'r Uned Adnoddau Dynol, CBAC, 245 Rhodfa'r Gorllewin, Caerdydd, CF5 2YX erbyn <b>4 Awst 2021</b>.</p> <p>Completed forms should be sent by email to <a href="mailto:hr@wjec.co.uk">hr@wjec.co.uk</a> or returned by post to the Human Resources Unit, WJEC, 245 Western Avenue, Cardiff CF5 2YX by <b>4 August 2021</b>.</p>			