

JOB DESCRIPTION

Job title	Qualifications Administrative Officer
Department:	Qualifications and Education Support Directorate
Section:	Qualifications Support Team
Responsible to:	Qualifications Manager
Grade:	4
Location:	Western Avenue, Cardiff
Main purpose of Job:	

- To provide administrative support for specific tasks as identified by the Qualifications Manager in support of the Director and Assistant Directors
- To support the smooth operation of the Qualifications Support Team
- To provide word processing and formatting support in a variety of Microsoft Office documents, ensuring requirements are handled promptly, efficiently and accurately.

Principal Duties and Responsibilities:

To support the Qualifications and Education Support Directorate by:

- providing general administrative support to the Directorate as required to include minute taking, dealing with and distributing internal post and photocopying
- preparing a variety of documents including general correspondence for the Directorate
- being a point of contact for the management team of the Directorate and resolving queries wherever possible or taking detailed information to enable queries to be answered appropriately by the right person
- planning, designing and revising charts using spreadsheets to assist with the smooth running of the Directorate

To support the project management of the Qualifications and Education Support Directorate by:

- producing and storing documents linked to qualification development; creating new records; monitoring progress for the relevant Assistant Directors and actioning required amendments with the guidance of the Qualifications Manager
- applying the necessary skills to ensure the development and/or production of specific resources
- taking responsibility for the formatting, proof reading and editing of documents in the medium of Welsh.

To support customers by:

- handling all queries in a responsive, customer-focused way - providing a comprehensive response
- developing innovative ways to improve service and manage customer demands for information and advice promptly
- communicating information to ensure an effective service both verbally and electronically
- identifying and providing relevant material and information in response to requests received.

To support the wider organisation as agreed by :

- providing administrative support for key meetings including taking minutes and collating and distributing materials
- formatting a variety of intricate documents using Microsoft Office applications
- filing and archiving documents in the appropriate/agreed format ensuring accurate version control of all materials
- ensuring deadlines are met
- converting documents to Portable Document Format (PDF) using Acrobat software
- bookmarking PDFs
- typing and interpreting complex documents including graphics, mathematical equations and scientific formulae very often from handwritten work
- creating document templates/layouts/guides, to provide fast and efficient service to other colleagues, liaising with team members to check the suitability and effectiveness of guidance on document production and processes
- producing documents to tight deadlines such as specifications and examiners' and moderators' reports from rough layout to finished documents, using a variety of suitable software, e.g. scanning, graphics, to produce high quality documents ready for publication
- converting and tidying up documents received from internal colleagues.

Other:

- To undertake other tasks commensurate with the grade of the post.

To utilise IT systems including :

- TABS room booking system
- Microsoft Office packages to include, Word, Excel and Publisher
- Adobe Acrobat

Person Specification

Job title:	Qualifications Administrative Officer
Department:	Qualifications Directorate

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

Essential

- Fluency in written and spoken Welsh

Highly desirable

- Formatting/Word Processing skills
- Audio typing skills
- IT skills: Microsoft Word, Excel, Powerpoint, Publisher.
- Internet, intranet, email
- Administrative skills
- Numeracy skills
- Prioritising skills
- Communication skills (verbal and written)
- Listening skills
- Organisational skills
- Ability to work independently using own initiative
- Ability to work as part of a team
- Ability to carry out routine work
- Ability to work calmly under pressure
- Ability to work to tight deadlines
- Ability to work with accuracy paying attention to detail
- Ability to work with people at all levels
- Flexible approach to work

Desirable

- Proof reading

Knowledge

Highly desirable

- Knowledge of examinations procedures.

Experience

Highly desirable

- Administrative experience
- Prioritising workloads
- Word processing (including mail merge, formatting documents, creating tables)
- Use of numeracy skills
- Proofreading of large documents and formatting documents
- Previous experience of using Microsoft applications

Training / Qualifications

Highly desirable

- GCE standard of education

Desirable

- Training or qualifications in the use of Microsoft programs

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd: Job Title:	Qualifications Administrative Officer		
Cyflog: Salary:	£20,628 - £22,896	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:		
<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 No of hrs per week	36.5
Dull Ymgeisio:	Method of Application:		
<p>Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk neu eu postio i'r Uned Adnoddau Dynol, CBAC, 245 Rhodfa'r Gorllewin, Caerdydd, CF5 2YX erbyn 01 Chwefror 2021, Dyddiad cyfweld 05 Chwefror 2021</p> <p>Completed forms should be sent by email to hr@wjec.co.uk or returned by post to the Human Resources Unit, WJEC, 245 Western Avenue, Cardiff CF5 2YX by 01 February 2021, interview date 05 February 2021</p>			