

Certifications Support Officer (Administrative Assistant)

Salary: £23,031 - £24,066 per annum pro-rata (Grade 3)

Contract type: Part-time (18.25 hours per week)

Fixed-term until 31 August 2026

We're looking for an organised individual with a good eye for detail to come and join our Replacement Certificates team to cover a period of absence.

The role

You'll join our small Replacement Certificates team and undertake tasks such as producing duplicate qualification certificates for learners, navigating and maintaining databases, undertaking identification checks and answering queries (via email and telephone) relating to the replication of WJEC and non-UK qualifications, taking appropriate and intuitive action when the need arises.

About you

To thrive in this role, you'll enjoy administrative tasks and interacting with a variety of external customers. You'll be sending out replica qualifications to previous learners of ours, so being able to demonstrate accuracy in your work will be important. Ideally, you'll have good IT skills and be comfortable maintaining databases too.

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) adjusted for part-time/compressed working patterns, free Welsh lessons, a generous 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.

WJEC operates a hybrid working model, enabling the successful candidate to split their time between WJEC offices and working at home, subject to business need. As such, applications are invited from individuals across the UK but please note that regular working from our Cardiff offices will be required. Welsh language skills are not essential but the willingness to learn is always valued.

Please note, this position is available immediately and requires a start date no later than 01 December 2025.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact Fliss in our HR team (HR@wjec.co.uk), who will be more than happy to help.

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

Closing date: 23:59; Sunday 09 November 2025

Interviews are expected to take place in the week commencing 17 November 2025

JOB DESCRIPTION

Job Title:	Certifications Support Officer (Administrative Assistant)
Department:	Assessment Delivery
Section:	Research
Responsible to:	Certifications Team Leader
Grade:	3
Location:	Western Avenue

Main purpose of Job:

The Certifications Support Officer (Administrative Assistant) has two key functions, the main one being:

- (i) To provide support to, and to deputise for, the Certifications Officer (Past Records) where necessary;

and to a lesser extent:

- (ii) To provide clerical and administrative support to the Research and Standards department.

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 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 produce written guidance and documentation in relation to Replacement Certificates' processes.

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.

Other

- To understand and comply with all WJEC policies and procedures detailed in the Staff Handbook; in particular, ensuring you understand your role and responsibilities in relation to Safeguarding, Information Security, GDPR, Confidentiality, Welsh language and Health, Safety and Environment.
- Participate actively in supporting the principles and practice of equality of opportunity as laid down in WJEC's Equality & Diversity Policy, embedding ED&I into all projects, policies and practices.
- To be a pro-active team-member, contributing positively to meetings and projects in support of WJEC aims and objectives.
- To engage in personal and professional development activities relevant to the role.
- To undertake other duties, as required, which are commensurate with the grade of the post.

Person Specification

Job Title:	Certifications Support Officer (Administrative Assistant)
Department:	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 in independently planning and prioritising own workload.
- An excellent eye of detail, with the ability to carry out a range of administrative tasks accurately and efficiently.
- A 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).

Desirable

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

Knowledge

Highly Desirable

- A basic understanding of working with sensitive data (e.g. an awareness of the practical applications of data protection and GDPR).

Desirable

- Basic knowledge of Examination qualifications and the Exams system and Data Protection Act.
- Awareness of the importance of securing documents e.g. blank certificates and sensitivity of customers' personal details.

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.

Desirable

- Experience of working in an administrative environment where confidentiality is important.
- 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).

Telerau ac Amodau Gwasanaeth / Terms and Conditions of Service			
Teitl y Swydd / Job Title:	Swyddog Cefnogi Ardystio (Cynorthwydd Gweinyddol) / Certifications Support Officer (Administrative Assistant)		
Cyflog / Salary:	£24,258 - £24,789 y flwyddyn (pro-rata lle y bo'n gymwys / £24,258 – £24,789 per annum (pro-rata where relevant))	Gradd / Grade:	3
Gwyliau Blynnyddol / Annual Leave:	25 diwrnod (182.5 awr) y flwyddyn. Mae CBAC hefyd yn darparu 16 diwrnod (116.8 awr) i gyfrif am Wyliau Cyhoeddus a chyfnodau Cau CBAC (gwyliau ychwanegol). Mae'r lwfansau hyn yn cael eu haddasu ar gyfer staff sy'n gweithio'n rhan-amser neu batrymau gweithio cywasgedig. 25 days (182.5 hours) per annum. WJEC also provides 16 days (116.8 hours) to account for Bank Holidays and WJEC Closure periods (Additional leave). These allowances are adjusted for staff who work part-time or compressed working patterns.		
Pensiwn / Pension:	Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol. The provision of the Local Government Pension Scheme (LGPS) applies.		
Math o Gytundeb / Contract Type:			
Oriau Gwaith / Working Hours:		Hyd y Contract / Length of Contract:	
☐ Llawn-amser / Full-time		☐ Parhaol / Permanent	
☒ Rhan-amser / Part-time		☒ Tymor penodol / Fixed-term	
Nifer yr oriau yr wythnos / No. of hrs per week: 18.25		Dyddiad gorffen arfaethedig / Planned end date: 31 Awst 2026 / 31 August 2026	
		Rheswm dros y cyfnod penodol / Reason for fixed-term: Cyfnod o absenoldeb / Period of absence	
Arall / Other:			
Cyfnodau prysur llwyth gwaith / Workload Peaks:		Amh / N/A	
Dull Ymgeisio / Method of Application:			
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn 23:59, dydd Sul 09 Tachwedd 2025. Disgwylir cynnal cyfweiliadau yn ystod yr wythnos yn dechrau 17 Tachwedd 2025. Completed forms should be sent by email to HR@wjec.co.uk by 23:59, Sunday 09 November 2025. Interviews are expected to take place in the week commencing 17 November 2025.			