

Series Delivery Manager (GCSE)

Salary: £45,264 - £49,143 per annum (Grade 10)

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

Working as part of the wider Series Delivery team, you will manage a sub-team who provide administrative guidance and support to centres throughout the examination cycle. In this varied post, you'll be responsible for co-ordinating responses to queries relating to all aspects of GCSE qualifications, including exam logistics, candidate entries, mark inputs, IT and subject specific anomalies. You will have clear oversight on a range of internally and externally set deadlines, managing administrative aspects of the series to ensure these deadlines can be met. In a sector where continuous improvement and evolution of procedures is commonplace, you'll be comfortable regularly reviewing and adapting policies/processes to maintain regulatory compliance and a high-quality customer experience for centres.

About you

This role will suit highly organised individuals, who enjoy problem solving and collaboration. The right candidate will have experience managing a team and be able to co-ordinate administrative processes against multiple, conflicting and sometime short-term deadlines. They'll be familiar working in a customer-focused environment, building trust and rapport with others when complex or unforeseen problems have to be resolved in a fair and informed manner. They'll have great interpersonal skills and seek varied, cross-functional work within their career. Knowledge of the Education Sector / UK Examinations Cycle is advantageous but not a pre-requisite for the role.

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 office attendance will be required. Whilst flexibility can be discussed, this team currently attend the office, on average, 2 days a week.

Welsh language skills are not essential but the willingness to learn is always valued.

Closing date: 23:59, Sunday 16 November 2025

JOB DESCRIPTION

Job title	Series Delivery Manager (GCSE)
Department:	Operations
Section:	Series Delivery
Responsible to:	Head of Series Delivery
Grade:	10
Location:	Western Avenue / Hybrid
Main purpose of Job:	

To plan, co-ordinate and manage the administration of the GCSE examinations cycle; providing our centres with accurate and timely information, materials, advice and guidance throughout their engagement with us. This includes, but is not limited to:

- Triaging and, where possible, co-ordinating responses to centre enquires relating to their administration of GCSEs, overseeing more complex, novel or escalated requests.
- Managing the GCSE Series Delivery team, planning and organising their work in line with external and internally set deadlines to ensure that centres receive a reliable, high-quality service at all times.
- Maintaining up-to-date knowledge of regulatory requirements and oversee any reviews or adaptations to policy/process that is required to maintain compliance.

Principal Duties and Responsibilities:

Overseeing the GCSE Examination Cycle

- To provide consistent, specialist advice and support to centres on the operation of procedures and rules for example, GCSE entry, aggregation and certification.
- To ensure processes are in place and deadlines are managed to enable the successful administrative delivery of GCSE examination series.
- To be responsible for initiating and co-ordinating the GCSE standardising and awarding process, including, but not limited to, the scheduling of these operations to ensure that all examination results are calculated correctly and issued on agreed dates.
- To develop clear and up-to-date guidance, processes and procedures for centres in relation to all administrative aspects of GCSE examination series.
- To oversee and triage centre queries, identifying urgency and relevant cross-functional involvement to facilitate a quick and meaningful resolution.
- To look for process and procedure improvements to enhance the effectiveness and efficiency of the section in line with regulatory requirements.
- To work with internal teams (e.g Continuous Improvement, Project Management and IT departments) through the development and implementation of projects which relate to operational GCSE matters, providing specialist advice as required.

- To collate and provide information regarding series delivery issues to the Head of Series Delivery.
- To schedule, prepare and co-ordinate the distribution of key information to centres (e.g. registrations, results and computerised examination materials), being accountable for the data quality and completeness ahead of issue.
- To liaise with internal and external stakeholders to ensure the GCSE examinations process remains reliable and high-quality, addressing any administrative service improvements that are identified.

Problem Solving

- To lead on collating information regarding strategic changes to the GCSE qualification framework in England and Wales, assessing the implications of the changes, working with the Head of Series Delivery to update procedures, guidelines and staff workloads to ensure effective delivery.
- To be responsible for validating GCSE data to enable the 'base-data' to be approved
- To deal with complex queries and complaints from centres which have been escalated by team members.
- To represent the GCSE section on internal working groups and chair internal operational/working groups, as required.

Line Management

- Line-manage a team of administrative staff, ensuring they are motivated, skilled, and delivering effectively. Promote a collaborative, innovative culture within the team, encouraging experimentation while maintaining discipline in governance.
- Plan, organise and delegate work, monitoring quality, capacity and deadlines; intervening if required.
- To support the induction, training and continuous professional development of the team, acting as a role-model in delivering excellent customer service.
- To support and guide team member(s) in welfare issues, escalating as necessary to specialist support areas.
- To be responsible for performance management of team members including managing probation / Performance Management Reviews, setting objectives and supporting their delivery.

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 equality, diversity and inclusion 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:	Series Delivery Manager (GCSE)
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

- Excellent communication skills, with the ability to explain complex material to a variety of audiences across a range of medium.
- Excellent interpersonal skills, with the ability to engage with, negotiate, influence and motivate a range of individuals.
- Self-driven, with an ability to manage conflicting deadlines involving multiple stakeholders and respond to changing demands effectively.
- Analytical and methodical, with the ability to understand complex situations, develop options and make informed and fair decision in a timely manner.
- Good level of ICT skills with the confidence to learn new/bespoke software, as required.

Desirable

- Ability to work through the medium of Welsh.

Knowledge	
------------------	--

Highly desirable

- Knowledge of UK examination systems, processes and procedures.
- Understanding of the political and other external pressures within the Education sector.
- Good level of numeracy, with the confidence to review and scrutinise quantitative data to inform decision-making.

Desirable

- Thorough knowledge of the current structure of general qualifications.
- Understanding of the future direction of general qualifications in England and Wales.
- Basic knowledge of the AS400/iSeries/IBM I platform.

Experience	
-------------------	--

Highly desirable

- Experience of managing or supervising staff, ideally within the UK education sector.
- Experience of working in a regulatory environment involving externally set deadlines and obligations.
- Experience of providing escalated and/or complex advice and guidance to internal and external stakeholders.
- Prior involvement in cross-functional decision-making; understanding the importance of considering the organisation-wide impact of decisions made.

Training / Qualifications	
----------------------------------	--

Highly desirable

- Educated to degree level or equivalent professional qualification or demonstrable experience.

Desirable

- Supervision or Management training.

Other Requirements	
---------------------------	--

Highly desirable

- Ability to work flexibly.

Telerau ac Amodau Gwasanaeth / Terms and Conditions of Service

Teitl y Swydd / <i>Job Title:</i>	Rheolwr Cyfresi Arholiadau (TGAU) / Series Delivery Manager (GCSE)		
Cyflog / <i>Salary:</i>	£45,264 - £49,143 y flwyddyn / £45,264 - £49,143 per annum	Gradd / <i>Grade:</i>	10
Gwyliau Blynnyddol / <i>Annual Leave:</i>	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. <i>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.</i>		
Pensiwn / <i>Pension:</i>	Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol. <i>The provision of the Local Government Pension Scheme (LGPS) applies.</i>		

Math o Gytundeb / Contract Type:

Oriau Gwaith / Working Hours:	Hyd y Contract / Length of Contract:
☒ Llawm-amser / Full-time	☒ Parhaol / Permanent
☐ Rhan-amser / Part-time Nifer yr oriau yr wythnos / <i>No. of hrs per week:</i> 36.5	☐ Tymor penodol / Fixed-term Dyddiad gorffen arfaethedig / <i>Planned end date:</i> Rheswm dros y cyfnod penodol / <i>Reason for fixed-term:</i>

Arall / Other:

Cyfnodau prysur llwyth gwaith / Mai i'r ddiwedd Awst
Workload Peaks: May to late August

Dull Ymgeisio / Method of Application:

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn **23:59, dydd Sul 16 Tachwedd 2025**.
Rhagwelir cynnal cyfweiliadau wyneb yn wyneb, ar dydd Mercher 03 Rhagfyr 2025.

Completed forms should be sent by email to hr@wjec.co.uk by **23:59, Sunday 16 November 2025**.
Interviews are anticipated to be held in person, on Wednesday 03 December 2025.