

Subject Officer: Retail & Customer Service

Salary: £64,026 - £67,788 per annum, pro-rata (grade 14)

Contract type: Part-time (14.6 hours per week), Permanent

WJEC is developing VCSE's and Foundation qualifications as part of the National 14-16 Qualifications suite, with first teaching beginning from September 2027. We are excited to be inviting applications for a part time Subject Officer for Retail and Customer Service to join our team.

Subject Officers provide leadership and vision for their designated subject areas, in the context of evolving qualifications frameworks. They have operational management responsibility for the development of qualifications and assessments, and the administration of the examination series in their subject areas, the provision of Professional Learning, and for providing subject-specific advice and guidance to a range of professional audiences. They are budget holders for designated subject areas.

If you have experience teaching or lecturing and a passion for assessment, we would be interested in hearing from you. 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.

IMPORTANT NOTE: This role is instrumental to the design and assessment of live qualifications and examination materials. As a result, the successful applicant will not be able to hold a teaching position in a centre offering entry level to level 2 qualifications (e.g. Technical Awards), simultaneously to this post, due to conflict of interest. Applicants are also encouraged to declare any Appointee/Examiner roles (any UK Exam board) that they want to maintain, as part of the application process.

To find out more about the role, or about working for us, please do not hesitate to contact HR, (HR@wjec.co.uk) who would 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, Sunday 03 August 2025

Interviews are anticipated to be held in person, on 19 & 20 August 2025

JOB DESCRIPTION

Job Title:	Subject Officer: Retail & Customer Service
Department:	Qualifications and Assessment Delivery Directorate
Section:	VTQ and Skills Delivery
Responsible to:	Head of Work Based Learning and VTQ Delivery
Grade:	14
Location:	Western Avenue, Cardiff

Main purpose of Job:

Subject officers provide leadership and vision for their designated subject areas, in the context of evolving qualifications frameworks. This strategic role requires keeping abreast of current developments in order to be well-placed to respond innovatively to developmental opportunities and to position and promote WJEC's offering in the market.

Subject officers have operational management responsibility for the development and administration of examinations and assessments in those subject areas, the provision of CPD and for advice and guidance on subject related matters to a range of professional audiences. They are budget holders for designated subject areas.

Principal Duties and Responsibilities:

Management of the Examining Process

- To ensure that WJEC has available to it suitable teams of examiners and moderators that are provided with appropriate advice and guidance to fulfil their roles effectively.
- To recommend the appointment of Chief and Principal Examiners/Moderators and other key personnel such as revisers and scrutineers to the Examinations and Assessment Committee; if necessary to carry out interviews for such posts.
- To ensure the appointment of adequate numbers of appropriate Chief and Principal Examiners/Moderators and Examiners and Moderators.
- To train Chief and Principal Examiners/Moderators, Examiners/Moderators and revisers and scrutineers at relevant and appropriate times.
- Where appropriate, to produce guidance notes and materials for examiners and moderators.
- To monitor and evaluate the performance of Chief and Principal Examiners/Moderators and Examiners/Moderators and when necessary to find replacement examiners.
- To ensure, in conjunction with Chief Examiners and Chief Moderators, the co-ordination of marking and moderating in the relevant subjects.
- To monitor, in conjunction with Chief Examiners and Chief Moderators, the accuracy of marking and moderating in the relevant subjects and where necessary to implement appropriate scaling.

- To arrange, service, advise, and direct the procedures of examination conferences and standardising and awarding conferences.
- To report on the awarding process and, in liaison with Chairs of Examiners, make recommendations to the Awarding Body Accountable Officer.
- To prepare reports to centres regarding examination performance and specifically in relation to performance in internal assessment.
- To ensure that the relevant administrative section has the necessary information to administer the examining process.
- To ensure that the necessary changes are implemented in response to the regulators' scrutiny and code-monitoring reports.

Communicating with examining centres and others

- To promote WJEC's provision in the relevant subject areas through appropriate channels, including writing and quality assuring the relevant subject specific pages on the WJEC website.
- To respond to requests for information and materials from centres, both verbally and in electronic or letter format, relating to relevant subject issues.
- To organise and deliver a variety of CPD training in relevant subjects for teachers and other interested parties; to provide information and feedback in the relevant subjects.
- To provide guidance material where necessary for new product developments.
- To communicate information to centres relating to relevant subjects, e.g. written circulars, support materials; CPD reports.
- To offer advice and guidance to headteachers, teachers and others on developments in relevant subject areas.
- To represent the board in inter-board meetings, in meetings with regulators and subject specific conferences and exhibitions.

Question Paper and Marks Scheme Production

- To provide overall quality assurance across all aspects of question paper and mark scheme development in the relevant subject areas.
- To service and provide administrative and technical support to the Question Paper Evaluation Committee (QPEC) for the relevant subjects.
- To liaise with Examiners, Question Papers Section and Word Processing Unit in order to manage the question paper preparation schedule and mark scheme production for the relevant subjects from submission of proofs to Question Papers following QPEC through to authorising final proof, including monitoring such processes via the Question Paper Management Scheme (QPMS).

Specification Development

- To provide proactive and innovative leadership for developments in the subject areas.
- To provide advice and guidance to WJEC qualifications panels and sub-committees in order to implement the policies of the Committee as they affect subject developments.
- To attend regulators' conferences and contribute to the development of subject criteria.
- To organise and implement arrangements for specification revision and development through co-ordinating the work of examiners, teacher groups and consultants.
- To consult with examination centres and regulatory authorities over proposed changes.
- To respond to the regulators' feedback on initial specification submissions.
- To be responsible for the updating of specification documents and related materials.

- To advise on the nature of educational resources required in order to support the teaching and learning of WJEC specifications, and to collaborate with others in the development of such resources in hard copy and electronically. To provide guidance and clarification to such groups and monitor on-going work.

Budget responsibility

- To manage relevant budgets, and to contribute to relevant financial planning and monitoring activities.

Other Responsibilities

- To assist in the appointment of subject support officers, setting and monitoring their work.
- From time-to-time other duties commensurate with the grade which extend beyond individual subject areas, e.g. activity in support of developmental initiatives.
- 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:	Subject Officer: Retail & Customer Service
Department:	Qualifications and Assessment Delivery 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

Highly desirable

- Good communication skills, with the ability to explain complex subject material to a variety of audiences.
- Confidence in designing and delivering presentations.
- Self-driven, with the ability to independently plan and organise own workload to meet tight deadlines.
- An excellent eye-for detail and ability to apply this to tasks such as proof-reading, data auditing and progress monitoring.
- Good computer literacy, with confidence using Microsoft Office (particularly: Teams, Word, Excel and PowerPoint) and the ability to learn new software with minimal supervision.

Desirable

- Welsh language skills.
- Basic financial aptitude and experience, with the ability to apply these skills to budget management (relevant subjects).

Knowledge

Highly desirable

- A high level of knowledge of the retail and customer service sector.
- An understanding of the UK examinations cycle and relevant assessment techniques.
- Up-to-date knowledge of education sector developments.

Desirable

- Thorough understanding of general and vocational qualifications systems, in England and Wales.
- An understanding of Curriculum for Wales and the national offering.
- Knowledge of Awarding and Standardising practices.

Experience

Highly desirable

- Demonstrable ability to initiate and maintain good working relationships with contacts within and outside an immediate work team.
- Experience producing high-quality written materials such as reports or teaching curriculum, for delivery to a wider team or audience.
- PGCE and/or significant teaching experience, ideally with experience in middle management or Head of Department responsibilities.
- Evidenced experience of problem solving with the ability to provide outcomes to customers with tact and diplomacy.

Desirable

- Previous experience working as an Examiner or Moderator.

Training / Qualifications

Highly desirable

- Degree or equivalent qualification in a related subject.

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd / Job Title:	Swyddog Pwnc: Adwerthu a Gwasanaeth i Gwsmeriaid / Subject Officer: Retail & Customer Service		
Cyflog / Salary:	£64,026 - £67,788 y flwyddyn / per annum pro rata	Gradd / Grade:	14
Gwyliau Blynnyddol / Annual Leave:	25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol / ychwanegol o wyliau yn ogystal ar hyn o bryd. Pro rata. 25 Days per annum. In addition, WJEC currently allows 16 statutory / additional holidays. Pro rata.		
Pensiwn / Pension:	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol. The provision of the Local Government Superannuation Act apply.		
Math o Gytundeb:		Contract Type:	
☐ Llawn amser / Full-time ☒ Rhan amser / Part-time ☐ Llawn amser, Tymor Cyfyngedig / Full-time, Limited Term ☐ Rhan amser, Tymor Cyfyngedig / Part-time, Limited Term		Nifer yr oriau yr wythnos / No. of hrs per week 14.6 Diwedd y Tymor / End of Term Diwedd y Tymor / End of Term / / Nifer yr oriau yr wythnos / No. of hrs per week	
Dull Ymgeisio:		Method of Application:	
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn 23:59, dydd Sul 03 Awst 2025. Rhagwelir cynnal cyfweiliadau wyneb yn wyneb, ar 19 a 20 Awst 2025. Completed forms should be sent by email to HR@wjec.co.uk by 23:59; Sunday 03 August 2025. Interviews are anticipated to be held in person, on 19 & 20 August 2025.			