

## Subject Support Officer (Domains)

Salary: £26,457 - £28,698 per annum pro-rata (Grade 5)

Contract: Part-time (0.5 / 18.25h per week), Permanent

### The role

As Subject Support Officer, you'll provide administrative support to a variety of teams and people. Some of the key tasks include co-ordinating conferences and other meetings, supporting the allocation of scripts/examiners and advising an extensive range of customers with questions about our qualifications.

### About you

To thrive in this role, you'll be flexible, adaptable and like variety within your work. You'll have strong interpersonal skills and enjoy communicating with a diverse range of people. Although part of a wider team, you will need to work independently and have the skills and confidence to monitor work progress of others. Subject Support Officers use a variety of IT programmes daily and so competence in IT will also be key.

### 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), free Welsh lessons, a competitive 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.

### The contract:

Whilst there will be occasions where office working is required, we offer a hybrid working environment, allowing the role-holder to balance their time working at home and working in our Cardiff offices.

The role is expected to be within the Languages domain.

To find out more about the role, or about working for us, please do not hesitate to contact HR, ([HR@wjec.co.uk](mailto:HR@wjec.co.uk)) who would be more than happy to answer your questions.

**Closing date: 09:00, Thursday 07 December 2023**

*Interviews are expected to take place via Teams on Monday 18 December 2023.*

## JOB DESCRIPTION

<b>Job title</b>	<b>Subject Support Officer</b>
<b>Department:</b>	Directorate of Qualifications
<b>Section:</b>	Domains
<b>Responsible to:</b>	Domain Co-ordinator
<b>Grade:</b>	5
<b>Location:</b>	Western Avenue
<b>Main purpose of Job:</b>	

To provide subject support including planning, organising and supporting within a number of subjects within the Domains. Whilst you may initially be assigned specific qualifications/subject areas, you may be required to move between teams/subjects/qualifications to meet the department's fluctuating demands.

To play a key role in supporting and working with Subject Officers, and other members within the domains as determined by the Domain Co-ordinator(s).

### Principal Duties and Responsibilities:

#### To support customers by:

- Acting as principal subject contact in the absence of SOs
- Providing subject advice on a regular basis
- Dealing with sensitive situations and issues
- Communicating information to ensure an effective service both verbally and electronically
- Developing ways to improve service and manage customer demands
- Identifying and providing relevant material and information in response to requests received
- Planning and preparing appropriate materials for use at CPD events
- Composing e-bulletins, social network updates, and letters (where appropriate)
- Collating and reporting responses and statistics received from CPD events
- Preparing materials for new and existing centres

#### To manage subject web pages by:

- Ensuring consistency and accuracy of style and layouts
- Ensuring suitability and relevance of content and documents
- Uploading documents and landing page information
- Providing advice and navigational assistance on accessing the Public / Secure Website
- Providing assistance on data entry systems via the Secure Website

- Managing e-mailer subscription lists

**To support Examiners/Moderators by:**

- Participation at conferences (where appropriate)
- Compiling training and development materials
- Preparing scripts/coursework necessary for conferences
- Organising conference arrangements, including setting up of exhibitions
- Booking venues, accommodation and travel as required
- Arranging and planning itineraries for visiting examiners/moderators (where appropriate)
- Liaising and communicating on operational procedures
- Formulating conference teams for each exam series (where appropriate)
- Inputting and updating data relevant to senior (and visiting where applicable) examiner auto-payments
- Compiling and organising additional material required for conferences
- Issuing invitations (where appropriate)
- Establishing and maintaining strong working relationships

**To support the project management of subject development by:**

- Facilitating working groups assembled to revise/develop specifications, specimen assessment materials and teacher guidance
- Preparing documentation for new/revised specifications, specimen question papers, mark schemes and support materials prior to publication
- Collating feedback received from centres

**To service meetings by:**

- Preparing and communicating guidance relating to WJEC websites at CPD (where appropriate)
- Assisting with the updating of live confidential materials at QPECs (where appropriate)
- Providing IT support at QPECs, Awards, and Examiner conferences (where appropriate)
- Collating material in advance of awards, QPECs, examiner conferences and CPD meetings

**To proof read and edit materials including:**

- Question papers and mark schemes
- Chief/Principal Examiners' reports, Moderators' reports
- Specifications and support materials
- Circulars, letters, bulletins and e-mails

**To manage candidate responses by:**

- Collating archive scripts and coursework from each examination series
- Managing electronic storage for use by the Domain and Research Department
- Selecting and compiling materials required for scrutiny and comparability exercises
- Selecting exemplar materials to be used for various purposes

**To utilise IT systems via:**

- Content Management System
- Autopayments
- RITS system
- QPMS

- E-mailer system
- AS400 system
- TABS room booking system
- CPD course viewer
- Coursework Mark Input system
- Microsoft Office packages
- Item Level Data and other statistical resources

**Additional Responsibilities and Duties:**

- Appropriate handling and storage of confidential and sensitive material
- Responsibility and awareness on the application of data protection policy
- Delegate and allocate tasks to domain clerical staff (where appropriate)
- To have an input at DMGs
- Promoting subject areas both verbally and electronically
- Participating in marketing and subject specific events (where appropriate)
- Representing the domain at steering groups
- Maintaining awareness of internal practices and external procedures
- To provide advice for other departments as appropriate
- To be aware of financial implications and decisions
- Follow agreed guidelines in relation to WJEC bilingual policy
- Enhancing skills and knowledge through appropriate professional development courses

<b>Person Specification</b>	
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<b>Job title:</b>	Subject Support Officer
<b>Department:</b>	Domains

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.

<b>Skills and Abilities</b>	
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**Highly desirable**

- Strong planning and organising skills, with the confidence to manage multiple projects simultaneously, sometimes involving collaboration from other teams/colleagues.
- Good time-management skills with the ability to independent organise your workload to ensure your deadlines and those of your team are not missed.
- Excellent oral and written communication skills, with the ability to apply these to proof-reading tasks.

**Desirable**

- Welsh language skills, both written and oral.

<b>Knowledge</b>	
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**Highly desirable**

- A basic understanding of the UK examinations cycle.
- Strong IT skills, including MS Office, with evidenced ability to be able to learn new/bespoke software.

<b>Experience</b>	
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**Highly desirable**

- Prior experience working as part of a team.
- Previous experience working in an administrative/office environment.
- Experience of working in a customer services role, supporting a diverse range of individuals who have varying levels of understanding of the subject matter.

**Desirable**

- Previous experience overseeing the work of others, monitoring progress against set-deadlines and supporting as appropriate.
- Experience of event planning, either in person or online.

<b>Training / Qualifications</b>	
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**Highly desirable**

- GCE standard of education or equivalent work experience

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
<b>Teitl y Swydd/ Job Title:</b>	Swyddog Cefnogaeth Pwnc / Subject Support Officer		
<b>Cyflog/ Salary:</b>	£26,457 - £28,698 per annum pro-rata	<b>Gradd/ Grade:</b>	5
<b>Gwyliau Blynnyddol/ Annual Leave:</b>	<p>25 Diwrnod pro rata y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol / ychwanegol o wyliau yn ogystal ar hyn o bryd.</p> <p>25 Days pro rata per annum. In addition, the WJEC currently allows 16 statutory / additional holidays.</p>		
<b>Pensiwn/ Pension:</b>	<p>Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol.</p> <p>The provision of the Local Government Superannuation Act apply.</p>		
<b>Math o Gytundeb:</b>		<b>Contract Type:</b>	
<input type="checkbox"/> Llawn-amser / Full Time <input checked="" 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		<p><b>Nifer yr oriau yr wythnos</b> 18.25  <b>No of hrs per week</b></p> <p><b>Diwedd y Tymor</b>  <b>End of Term</b></p> <p><b>Diwedd y Tymor</b>  <b>End of Term</b></p> <p><b>Nifer yr oriau yr wythnos</b>  <b>No of hrs per week</b></p>	
<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> erbyn 09:00, dydd Iau 07 Rhagfyr 2023.</p> <p>Completed forms should be sent by email to <a href="mailto:hr@wjec.co.uk">hr@wjec.co.uk</a> by 09:00, Thursday 07 December 2023.</p>			