

## 2603-02 Administrative Coordinator: e-Processing

Salary: £30,528 - £32,217 per annum pro rata (Grade 5)

Contract type: Full-time (36.5 hours per week), fixed term to 31 March 2027

We're looking for an experienced administrator with excellent networking skills and a passion for technology to come and join our team. This important role is key to setting up and monitoring online marking and has a tangible impact on WJEC's service delivery.

### The challenge

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

The postholder will work as part of a small team ensuring exam papers are marked accurately and on time. This will include overseeing work progress of others, providing technical support and advice in relation to sector specific software and working collaboratively with a variety of departments to ensure deadlines are co-ordinated and achievable.

### About you

To flourish in this role, you'll be an organised and enthusiastic individual who enjoys working with data and technology. You'll have strong interpersonal skills and seek jobs with high levels of customer service and liaison.

### 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 Treforest offices will be required. Welsh language skills are not essential but the willingness to learn is always valued.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact our HR team ([HR@wjec.co.uk](mailto: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, Thursday 07 May 2026**

**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Administrative Coordinator: e-Processing</b>
<b>Department:</b>	Operational Delivery
<b>Section:</b>	Assessment Processing
<b>Responsible to:</b>	e-Processing Manager
<b>Grade:</b>	5
<b>Location:</b>	<b>Hybrid Working – Western Avenue</b>
<b>Main purpose of Job:</b>	

To co-ordinate the work of the e-processing assistants and play a key role in support of the e-processing of examination scripts. Key duties will include: providing information to ensure that marking software is correctly set up; liaising with colleagues to enable the collation and distribution of assessment materials within tight deadlines and having joint responsibility for the operation of the examiner support helpdesk, including training and development of the E-Marker Helpdesk team.

You will also provide support to range of staff and appointees in relation to the use of software and provide broader administrative support to the Appointees Unit.

**Principal Duties and Responsibilities:**

**Customer Service:**

- Provide a professional and efficient customer service to internal and external contacts, via Teams, calls and e-mails.
- Respond to escalated requests for information, which are often complex and may require tact, diplomacy and specialist expertise.
- Advise others on the item designation summary (IDS) process and ensuring the system is set up in line with marking requirements. Giving system support with seeding, double mark and auto mark functions, setting tolerances, determining marking mode and whether ribbon marking is required.
- Design and develop information materials for both external and internal customers; pre-empting and assessing when high levels of examiner assistance will be required.
- To deal with appointee enquiries across a range of issues, including system enquires.

**Technical Support:**

- Develop and maintain specialist knowledge of WJEC’s e-marker systems.
- Provide technical advice and support to a range of customers across Mac and Windows systems, including:
  - The use of e-marker<sup>®</sup> software and the administrative system.
  - How to access and download e-marker, supplying Mac license details, devising and issuing instructions

- Delivery of user training to external customers relating to e-marker<sup>®</sup> software.
- Collaborating with others to resolve component specific technical queries from internal colleagues.
- Quota management and liaising with subject teams regarding setup of qualifications.
- To liaise with internal colleagues to resolve complex or urgent technical queries
- To be accountable for the settings within e-marker, ensuring they match the expectations of the Subject Officer.

#### **Data processing:**

- To collate/produce, clean and analyse data to inform the priorities of the team and other sections of WJEC. Examples include:
  - Tracking effective use of Mac licenses and progress of examiner marking
  - Reviewing and monitoring final question papers and comparing against redacted copies.
  - Downloading and safe handling live question papers and ensuring they are sent to AQA-MK (external supplier) via secure file transfer.
  - Collation, checking and dispatch of large data summaries.
  - Reconciliation of datasets to ensure examiner mark entries are correct.
  - Completing mark deletions as requested by examiners and Subject Officers.
  - Undertaking final post-marking reviews to ensure that all items have been marked appropriately.

#### **Planning and Organising:**

- Independently planning work of yourself and others, taking into account exam timetables and creating daily/weekly/monthly deadlines to enable marking to begin at the earliest opportunity.
- Working collaboratively with subject officers and colleagues in the question paper unit to ensure information required for e-marking is available, when required.
- Monitoring progress of marking and prompting others, including external contacts, when work is behind schedule.
- Identifying areas of risk and engaging new contractors if completion rates are behind schedule.
- Co-ordinating work of the team and ensuring there is handover of tasks ahead of planned staff absences.

#### **Supervision:**

- Train and supervise colleagues and temporary staff, including overseeing work schedules and delegating tasks.
- Monitor volume of incoming enquiries and adapt workflows to make most efficient use of resources, offering both short term workarounds and longer strategic changes.

#### **Liaison and Networking:**

- To be the main contact with WJEC's technical partners with regard to the IDS and the help desk).
- Support others in the preparation of examiners' conferences.
- Liaise with others across the organisation to co-ordinate workflow, for example working with the Post-Results Services team regarding "Enquiries About Results" and access to scripts or the Research Unit to retrieve archived scripts.

**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.

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## Person Specification

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**Job Title:** Administrative Coordinator: e-Processing

**Department:** Operational 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.

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## Skills and Abilities

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### Highly desirable

- Confidence - independently planning and prioritising own workload, alongside that of others.
- An excellent eye for detail, with the ability to carry out a range of administrative tasks accurately and efficiently.
- A resilient and confident team player, with a flexible approach to work.
- An ability to work well under pressure, 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.
- Proficient in the use of IT, particularly Microsoft Office programmes (including Outlook, Word and ideally Access and Excel) and confident learning new technologies/software.
- Strong networking skills, with the ability to build and maintain working relationships across multiple departments and/or external partners.
- Good negotiation skills, with the ability to influence stakeholders.

### Desirable

- Fluency in Welsh (written and oral).
- An ability to solve problems, using initiative and experience to form the most appropriate solution from a range of options (examples could include introduction of process improvements).

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## Knowledge

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### Desirable

- Knowledge of UK Education, Examinations and Qualifications Systems and/or software (e.g. E-marker, Surpass, AQA-MK, AS400 or EMI)

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## Experience

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### 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.
- A good level of administrative experience.

### Desirable

- Experience of working in an environment where confidentiality is important.
- Previous experience supervising a team, delegating work and monitoring progress.
- Good database skills, with prior experience working in a role that required modest data management.

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## Training / Qualifications

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### Highly desirable

- A Level standard of education or equivalent professional experience

## Telerau ac Amodau Gwasanaeth / Terms and Conditions of Service

<b>Teitl y Swydd /</b> <i>Job Title:</i>	<b>Cydlynnydd Gweinyddol: e-Brosesu /</b> <i>Administrative Coordinator: e-Processing</i>		
<b>Cyflog /</b> <i>Salary:</i>	<b>£30,528 - £32,217 y flwyddyn (pro rata lle y bo'n gymwys) /</b> <i>£30,528 - £32,217 per annum (pro rata where applicable)</i>	<b>Gradd /</b> <i>Grade:</i>	5
<b>Gwyliau Blynnyddol /</b> <i>Annual Leave:</i>	<b>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.</b> <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>		
<b>Pensiwn /</b> <i>Pension:</i>	<b>Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol.</b> <i>The provision of the Local Government Pension Scheme (LGPS) applies.</i>		
<b>Math o Gytundeb / Contract Type:</b>			
<b>Oriau Gwaith / Working Hours:</b>		<b>Hyd y Contract / Length of Contract:</b>	
<input checked="" type="checkbox"/> <b>Llawn-amser / Full-time</b>		<input type="checkbox"/> <b>Parhaol / Permanent</b>	
<input type="checkbox"/> <b>Rhan-amser / Part-time</b>		<input checked="" type="checkbox"/> <b>Tymor penodol / Fixed-term</b>	
<b>Nifer yr oriau yr wythnos /</b> <i>No. of hrs per week:</i> 36.5		<b>Dyddiad gorffen arfaethedig /</b> <i>Planned end date:</i> 31 Mawrth 2027 / 31 March 2027	
		<b>Rheswm dros y cyfnod penodol /</b> <i>Reason for fixed term:</i>	<b>Llenwi Swydd /</b> <i>Backfill</i>
<b>Arall / Other:</b>			
<b>Cyfnodau prysur llwyth gwaith /</b> <i>Workload Peaks:</i>		<b>Amh</b> <i>N/A</i>	
<b>Dull Ymgeisio / Method of Application:</b>			
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at <a href="mailto:AD@cbac.co.uk">AD@cbac.co.uk</a> erbyn <b>23:59, dydd Iau 07 Mai 2026.</b>			
Completed forms should be sent by email to <a href="mailto:HR@wjec.co.uk">HR@wjec.co.uk</a> by <b>23:59, Thursday 07 May 2026.</b>			