

## Senior Quality Assurance Manager

**Salary:** £43,947 - £47,712 per annum (Grade 10)

**Contract:** Full-time, Permanent

Well known within the Welsh Education sector, WJEC is a leading provider of qualifications, training and assessments across the UK. Our work closely with a range of education communities and provide trusted qualifications which allow our learners to reach their full potential. This reputation relies on our qualifications awarding process being fair, robust and timely, which is where this new vacancy of Senior Quality Assurance Manager will play a key part.

With support from colleagues across the organisation, the role-holder will lead the production and distribution of the technical material required for qualification awarding, ensuring that there is a strategic approach taken when updating and developing the different sets of code across the function. This will include responsibility for the implementation and set-up of post-award checks on grade boundaries and candidate outcomes at the end of awards. They will also have sign-off for specific qualifications' awards; ensuring our grading process has been accurate and aligned with regulatory and organisational policies and procedures.

### **The Person:**

We're looking for candidates who have excellent organisation skills and experience working with qualitative data and coding platforms (e.g. Python, R, SPSS, SAS or Stata). They'll enjoy working in roles where attention to detail is important and be confident liaising, negotiating and influencing amongst a range of stakeholders. Whilst desirable, Welsh language skills are not essential for the role, but the willingness to learn is always valued.

### **Our Benefits:**

At WJEC, we pride ourselves 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.

This role is a hybrid post, enabling the successful candidate to split their time between WJEC offices and working at home, subject to personal preference and business need. However, candidates should be prepared to work from the Cardiff offices 1-2 times a week.

If you would like to know more about the position or about working for WJEC, please contact Fliss via [HR@wjec.co.uk](mailto:HR@wjec.co.uk) who would be more than happy to speak to you.

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

**Closing date: 23:59, Tuesday 18 February 2025**

**Interviews are expected to take place in the week commencing 03 March 2025**

**JOB DESCRIPTION**

<b>Job Title:</b>	Senior Quality Assurance Manager (Awarding Statistics)
<b>Department:</b>	Assessment Delivery
<b>Section:</b>	Research
<b>Responsible to:</b>	Assistant Head of Research & Statistical Analysis
<b>Grade:</b>	10
<b>Location:</b>	Western Avenue
<b>Main purpose of Job:</b>	

The Senior Research Manager provides leadership for the production and distribution of technical material required for awarding purposes, as well as oversight for planning and delivering all technical material for a specific awarding series, reporting to the Assistant Head of Research & Statistical Analysis and senior Research & Standards staff as necessary.

The post-holder is responsible for the post award checks process, including all technical material and documentation. Additionally, the post-holder will have responsibility for the post award final sign-off of specific qualifications, ensuring the grading process has been carried out accurately.

Under the direction of the Assistant Head of Research & Statistical Analysis, the post-holder will be responsible for the scheduling of live award materials, monitoring progress in readiness to award across all qualifications. They will also lead on a specified set of qualifications, taking responsibility for the production, sign-off and distribution of all technical material required for awarding purposes – including live award modelling tools and entry profiles – ensuring that all materials are of high-quality and align with regulatory and organisational policies and procedures. They will also act as the escalation point for the other Research Managers (Technical Development) supporting with technical issues and providing support and guidance for the award materials within their areas of management.

**Principal Duties and Responsibilities:**

**Leadership, coordination and management of technical awarding materials**

- Lead the implementation of the awarding materials requirements, by ensuring that there is a coherent, wise and consistent strategical approach taken when updating and developing the different sets of code across the function responsible for producing awarding materials.
- Lead the programme of development for awarding materials for new qualifications, including delivering efficiencies to the production process.
- To provide technical advice, support and guidance as the initial escalation point for Research Managers (Technical Development) and other members of the team involved in the production of materials and data sets used for awarding.
- Lead a specified sub-set of awarding materials within the function responsible for producing and distributing technical material required for awarding purposes – understanding the needs of those involved

in awarding and ensuring that all materials are of high-quality and align with regulatory and organisational policies and procedures, signing off test runs as applicable.

- Lead the scheduling of live awarding materials, monitoring progress in readiness to award across all qualifications.
- To represent the Research and Standards team in discussions with other teams, including IT and Customer Support departments on matters relating to the delivery and veracity of awarding data.
- Support the Assistant Head of Research & Statistical Analysis to ensure that that all awarding materials-related processes are documented appropriately.
- Responsibility for signing off a subset of the live awarding materials as agreed with the Assistant Head of Research & Statistical Analysis.
- Lead and provide oversight for a specific examination series, including the planning, requirements gathering, documentation and all aspects related to the production and distribution of technical materials required, as detailed above.

### **Post award checks**

- Lead the team responsible for undertaking post-award checks on grade boundaries and candidate outcomes at the end of awards, including responsibility for all technical material, documentation and procedures.
- To have overall responsibility for the final sign off for post award checks for a subset of specified qualifications.

### **Internal and external enquiries**

- To respond to enquiries, both internal and external.
- To undertake data analysis using statistical software packages and/or Excel in response to these enquiries and produce tables and/or reports for the enquirer.

### **Representation**

- To represent the Research & Standards department at relevant internal and external WJEC meetings, including deputising for the Assistant Head of Research & Statistical Analysis.

### **Line management**

- Line-manage at least one member of the Research & Standards Team, providing relevant training and support as appropriate; planning, organising and delegating work, monitoring progress in matters relating to award materials and post award checks.

### **Other duties**

- 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

<b>Job Title:</b>	Senior Quality Assurance Manager (Awarding Statistics)
<b>Department:</b>	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

- A high level of numeracy, and ability to interpret statistical terms, including identifying and resolving data consistency and other issues, which emerge through the production of statistics.
- IT skills; familiarity with MS Office and writing code using specialist statistical software (e.g Stata Python, R, SPSS or SAS).
- Excellent interpersonal skills, with the ability to build and foster good working relationships with others.
- Able to carry out work accurately and pay attention to detail, creating quality assurance procedures which ensure the veracity of all outputs.
- Self-driven and pro-active, with the ability to independently plan clearly, assess resource requirements for programmes of work accurately, identify risks and appropriate mitigations and respond to changing requirements calmly and coherently, prioritising where necessary
- A creative problem solver, comfortable using initiative and flexibility to resolve novel or complex problems in work.

### Desirable

- Able to routinise and document procedures for producing statistics, drawing on good practice internally and from elsewhere.
- Project management skills.
- Welsh language skills

## Knowledge

### Highly desirable

- Knowledge of the processes required to produce high-quality, accurate, statistics for a variety of internal and external audiences.
- Knowledge of statistical techniques and quantitative analysis.
- A working knowledge of statistical software, and the ability to write code and associated procedures.

### Desirable

- Familiarity with a range of statistical packages and programming languages.
- Knowledge of examinations structures and the awarding process.

## Experience

### Highly desirable

- Experience working in a similar role, including using code to prepare and process data and producing the results in an appropriate format.
- Experience of producing and quality assuring statistics
- Experience in process improvement and developing efficiencies.
- Line-management or supervisory experience.

**Desirable**

- Experience of report writing.
- Experience of research and application of quantitative methods in other contexts.
- Experience of training others in statistical and/or quality assurance and/or coding matters.

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**Training / Qualifications**

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**Highly desirable**

- Honours degree or equivalent, with substantive mathematics and/or quantitative analysis methods content.

**Desirable**

- Honours degree or equivalent, with coding methods content.
- Postgraduate qualification which included substantive use of mathematics and/or quantitative analysis methods.

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**Other**

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**Highly desirable**

- Able to work calmly and carefully under pressure.
- A logical and methodical approach to work.

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
<b>Teitl y Swydd / Job Title:</b>	Uwch Reolwr Sicrhau Ansawdd / Senior Quality Assurance Manager		
<b>Cyflog / Salary:</b>	£43,947 - £47,712 y flwyddyn / per annum	<b>Gradd / Grade:</b>	10
<b>Gwyliau Blynnyddol / Annual Leave:</b>	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.		
<b>Pensiwn / Pension:</b>	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol. The provision of the Local Government Superannuation Act apply.		
<b>Math o Gytundeb:</b>		<b>Contract Type:</b>	
<input checked="" type="checkbox"/>	Llawn amser / Full-time		
<input type="checkbox"/>	Rhan amser / Part-time	<b>Nifer yr oriau yr wythnos / No. of hrs per week</b>	
<input type="checkbox"/>	Llawn amser, Tymor Cyfyngedig / Full-time, Limited Term	<b>Diwedd y Tymor / End of Term</b>	
<input type="checkbox"/>	Rhan amser, Tymor Cyfyngedig / Part-time, Limited Term	<b>Diwedd y Tymor / End of Term</b>	/ /
		<b>Nifer yr oriau yr wythnos / No. of hrs per week</b>	36.5
<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 <b>23:59; dydd Mawrth 18 Chwefror 2025.</b>  <b>Disgwylir cynnal cyfweiliadau yn ystod yr wythnos yn dechrau 03 Mawrth 2025.</b></p> <p>Completed forms should be sent by email to <a href="mailto:hr@wjec.co.uk">hr@wjec.co.uk</a> by <b>23:59; Tuesday 18 February 2025.</b>  <b>Interviews are expected to take place in the week commencing 03 March 2025.</b></p>			