

Assistant Director: Policy & Regulation (Deputy Responsible Officer)

Salary: £82,248 - £86,472 per annum (Grade 17)

Contracts: Full time (36.5 hours per week), Permanent

WJEC is excited to be inviting applications for a new Assistant Director to the Policy and Regulation department.

The role

The role of Assistant Director: Policy and Regulation, is central to the smooth running and public trust in WJEC. As Deputy Responsible Officer, the role-holder is a key liaison between us and our regulators, responding to queries relating to Conditions of Regulation, Standards and any matters relating to public confidence in our qualifications. They are responsible to be ahead of upcoming legal/regulatory changes to ensure we remain compliant within an ever-changing political landscape. Through leadership of our Centre Management, Compliance, Regulation and Special Requirements teams, they are an ambassador for WJEC and are key to making WJEC's awarding process robust, fair and accessible to learners. Linked to this, they'll play an important role in developing and delivering our Diversity and Inclusion strategy, alongside fulfilling our obligations around Reasonable Adjustments; allowing learners the opportunity to reach their full potential, at key milestones in their educational journey.

About you

The Assistant Director: Policy and Regulation, will be an experienced leader from the education sector, bringing a good understanding of the systems, processes and timelines of regulators for awarding bodies. They'll have excellent interpersonal skills and invoke credibility and trust from senior stakeholders in challenging situations. They'll be confident overseeing a portfolio of work which carries moderate-high risk and be able to demonstrate a fair, considered and robust process in all decision-making.

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 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.

This role falls within the 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 and whilst flexibility can be discussed, this team currently attend the office, on average, two days a week.

If you would like to know more about the position or about working for WJEC, please contact our HR team (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, Wednesday 30 July 2025

Interviews are expected to take place in person on Tuesday 12 August 2025

JOB DESCRIPTION

Job Title:	Deputy Responsible Officer Assistant Director: Policy & Regulation
Department:	Qualifications & Assessment
Section:	Policy & Regulation
Responsible to:	Executive Director: Qualifications & Assessment
Grade:	17
Location:	Western Avenue, Cardiff – Hybrid

Main purpose of Job:

To strategically lead the Policy & Regulation department on all matters relating to compliance, regulation, special requirements, and centre management.

Lead the Regulation function within WJEC as Deputy Responsible Officer, managing our day-to-day engagement with qualifications regulators (Ofqual, Qualifications Wales and CCEA Regulation), and deputise for the Responsible Officer (Executive Director: Qualifications and Assessment) as required. Lead to ensure WJEC are compliant with regulations, guidance and relevant legislation. They are responsible for shaping, and ensuring adherence to, JCQ policies and procedures, and developing internal policies related to centre and regulatory compliance, special requirements, centre registrations and approvals, to deliver best practice and keep us safe.

Support the development and delivery of our Diversity and Inclusion strategy, together with fulfilling Condition G6 – Arrangements for Reasonable Adjustments, allowing learners the opportunity to reach their full potential. They are responsible for proactive and regular communication with our Centres and education communities to ensure best practice and compliance.

Nurture and lead the Policy & Regulation section to achieve directorate objectives and develop a high performing and engaged culture, encompassing the Centre Management, Compliance, Regulation, and Special Requirements teams.

Take responsibility for policy development and the management of escalated exceptional cases and our approach to reporting and mitigating adverse effects caused by incidents, chairing the Exceptional Cases Review Group and the Incident Management Group (IMG).

In addition, they will work closely with WJEC's Operations and Information Technology teams to ensure WJEC's assessment delivery is compliant with regulatory Conditions and guidance, that teams are implementing and delivering our policies, and that all associated risks are managed, controlled and mitigated. They will lead our engagement with key regulatory meetings, including the Ofqual RO Regulatory Group and the Qualifications Delivery Management Group run by Qualifications Wales, as well as Readiness Review and post-summer meetings.

Principal Duties and Responsibilities:

Policy

- Responsible for leading on JCQ policy areas to share best practice and ensure compliance, working closely with the Assistant Director: Operations Delivery to operationalise and implement JCQ and WJEC policies.

- Create, develop and update internal policies related to centre and regulatory compliance, special requirements, centre registrations and approvals, to reflect changes in legislation, regulatory Conditions and guidance, and WJEC strategy.
- Leading on producing WJEC responses to related consultations from government and regulators.
- Deputise and engage in senior level policy discussions (e.g. JCQ, DfE, Welsh Government, Regulators – England, Wales, NI).
- To manage high level centre queries or be a point of escalation for relevant queries.

Regulation

- Lead the Regulation function within WJEC as Deputy Responsible Officer, managing our day-to-day engagement with qualifications regulators (Ofqual, Qualifications Wales and CCEA Regulation)
- Deputise for the Responsible Officer (Executive Director: Qualifications and Assessment), as Deputy Responsible Officer (RO), understanding the RO role and responsibilities, serving as the authoritative point of contact for our regulators in the absence of the Responsible Officer.
- Responsible for ensuring regulatory compliance, and in particular compliance with specific conditions of recognition as set by our regulators;
 - A8 – Malpractice and maladministration
 - C2 – Arrangements with centres
 - D4 – Responding to enquiries and complaint procedures
 - G6 – Arrangements for Reasonable Adjustments
 - G7 – Arrangements for Special Consideration
 - G8 – Completion of the assessment under the required conditions
- Responsibility for monitoring regulatory communications and updates to regulation and legislation.
- Chair the Exceptional Cases Review Group, reviewing and resolving cases of students and/or centres, where existing documentation, policies, procedures and regulations do not provide an obvious resolution that could prevent a student (or students) receiving a fair, valid and accurate result.
- Chair the Incident Management Group, setting our approach to reporting and mitigating adverse effects caused by incidents, ensuring our responses are systematic, objective and efficient; reporting periodically to ELT on the nature and mitigation of incidents, and their root cause.
- Lead our engagement with key regulatory meetings, including the Ofqual RO Regulatory Group and the Qualifications Delivery Management Group run by Qualifications Wales, as well as Readiness Review and post-summer meetings.
- Along with the Assistant Director: Operations Delivery, log and monitor all risks related to operational delivery and regulatory compliance for each examination series, reporting to the Series Management Group via the corporate risk log.

Compliance

- To lead the Compliance team to ensure we achieve the following:
 - To review and update policies, procedures, work instructions and centre guidance on malpractice to ensure compliance with regulatory conditions and alignment with JCQ documents.
 - To have arrangements and resources in place to make decisions on malpractice cases including recruiting and training members of the malpractice committee.
 - To review and update policies, procedures, work instructions and guidance for staff and appointees on safeguarding.
 - To manage and record information on malpractice management and regulatory reporting.
 - To work collaboratively with JCQ awarding organisations on malpractice and safeguarding matters to share good practice and influence policy.

Special Requirements: Special Considerations, Access Arrangements and Reasonable Adjustments

- To support the development and delivery of WJEC Diversity and Inclusion strategy in relation to access to assessment.
- To lead the Special Requirements team to ensure we achieve the following:
 - To review and update policies, procedures, work instructions and centre guidance on Special Considerations, Access Arrangements and Reasonable Adjustments.
 - To assess and make decisions on applications for access arrangements, reasonable adjustments and special consideration
 - To manage the reasonable adjustments alternative assessment arrangements (in relation to access to assessment), ensuring monitoring of Centre applications and review and evaluation of the effectiveness of its arrangements for reasonable adjustments.
 - To provide advice and guidance to SENCOs and other relevant centre staff on special consideration, access arrangements and reasonable adjustments.
 - To work collaboratively with other JCQ awarding organisations in respect of special consideration, access arrangements and reasonable adjustments to share good practice and influence policy

Centre Management: Centre approval, monitoring, training and communication:

- To lead the Centre Management team to ensure we achieve the following:
 - To review and update policies, procedures, work instructions and guidance for prospective centres on becoming a WJEC centre to meet regulatory requirements and alignment with JCQ regulations
 - To receive, assess and make decisions to accept or reject centre approval applications in line with JCQ and WJEC approval criteria
 - To review and update WJEC General Conditions for approved centres and Terms of Business (in collaboration with the Head of Governance) to ensure compliance with regulatory conditions and alignment with JCQ regulations.
 - To manage the JCQ Wales Centre Inspection Service and conduct centre inspections in accordance with the JCQ service level agreement
 - To manage and conduct WJEC centre inspections for centres outside the JCQ network
 - To develop and implement an annual training programme for exams officers
 - To liaise with stakeholders and evaluate feedback from centres and others to identify process and procedures improvements
 - To produce and/or publish documents for Exams Officers to support the safe delivery of exam series and ensure that regulatory conditions are met e.g. Entry Procedures and Coding book, Examination Requirements, Exam Timetables, Key dates.
 - To work collaboratively with other JCQ awarding organisations in respect of centre approval, centre inspections, training and information for exams officers to share good practice and influence policy.

Regulation team

- To lead the Regulation team to:
 - act as main point of liaison between the WJEC's regulatory function, including the Responsible Officer and Deputy Responsible Officer, and our regulators: Qualifications Wales, Ofqual and CCEA Regulation.
 - ensure that WJEC responds appropriately to regulatory requests and consultations, ensure that staff remain informed of regulatory developments
 - proactively manage WJEC's register of regulatory Conditions on Connect.

- contribute to the development of policies and procedures which link to regulatory issues
- coordinate the Series Management Group, gathering updates on progress from senior leaders across WJEC, and utilising business intelligence tools and other data sources to establish our current and forecasted position against key deliverables
- record risks, controls and mitigations for each series;
- proactively update reports to account for areas of regulatory interest;
- coordinate the management of the Exceptional Cases Review Group and Incident Management Group,

Corporate Duties

- You will lead, motivate and inspire the development of staff to enable delivery of business plans; coaching and mentoring others to nurture talent and grow capabilities.
- You will be a highly visible and inspirational role model, reinforcing the organisation's core values.
- 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 engage in personal and professional development activities relevant to the role.
- You will undertake from time-to-time duties of a similar level as may be required, to include deputising for the Executive Director: Qualifications & Assessment, and as Deputy Responsible Officer.

Person Specification	
Job Title:	Deputy Responsible Officer / Assistant Director: Policy & Regulation
Department:	Qualifications & Assessment
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 and interpersonal skills.
- Lead, engage and inspire effectively, promoting collaboration across the Qualifications and Assessment directorate and wider organisation
- Proactively engage and communicate with key stakeholders and policymakers, demonstrating effective influencing and negotiating skills
- Project management skills, and the ability to manage simultaneous projects
- Ability to interpret policy and regulation and develop internal policies to ensure compliance
- Politically astute, with gravitas and professional credibility to inspire confidence and build successful relationships
- Initiates innovative solutions to problems which have a strategic impact
- The ability to represent WJEC in a variety of challenging contexts.

Desirable

- Change management and continuous improvement skills - the ability to identify and advise on the need for change in terms of internal and external requirements.
- Ability to communicate through the medium of Welsh

Knowledge

Highly desirable

- An understanding of the context and organisation of education in Wales and England.
- A comprehensive understanding of the principles of project management and quality management
- A comprehensive understanding of the systems, processes and timelines of regulators for Awarding Organisations

Desirable

- Knowledge of financial management and analysis.
- An understanding of contractual matters.
- Knowledge of risk management strategies

Experience

Highly desirable

- Experience of a leadership and management role within the education sector
- Experience of managing several simultaneous projects
- Experience of building and sustaining successful strategic partnerships and relationships.
- Experience of monitoring and evaluating procedures.
- Experience of process design and development

Desirable

- Experience of budget management and business planning
- Experience of change management

Training / Qualifications

Highly desirable

- Evidence of relevant Continual Professional Development

Desirable

- Evidence of relevant Leadership and Management Development

