

## Temporary Operations Support Assistant

**Salary: £12.60 per hour / £23,914.80 per annum pro rata (Real Living Wage)**

**Contract: 4x Full-time (36.5 hours per week)**

**Fixed-term from 16 March to 12 June 2026**

### **The challenge**

As Wales' largest awarding body, 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:**

Our operations team play a key part in the life cycle of our assessment papers from production, despatch, through to our post results services. This role provides an opportunity for someone to work across various operational functions performing a variety of tasks in a warehouse setting, which include but are not limited to, supporting assessment material preparation and despatch, picking and packing duties and operation of warehouse equipment. Due the nature of the role, a knowledge of Health & Safety regulations or experience of warehouse practices would be advantageous for this position, but not essential.

The roles are full-time, offered on a fixed-term basis until 12 June 2026. Working hours are expected to be typically 8:00am to 4:00pm, Monday to Friday. However, due to occasional evening or weekend work being required, applicants will need to have flexibility around working hours.

### **The person:**

The successful candidates will be part of a busy operational team supporting the exam life cycle. The role requires a flexible, adaptable, and proactive approach, with the ability to carry out a range of tasks efficiently, independently and to a high level of accuracy. Most of your work will take place within the Logistics department, assisting with the despatch of assessment materials in a warehouse environment.

### **Our 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.

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

**To apply:** Simply complete [this short online application form](#) and send [HR@wjec.co.uk](mailto:HR@wjec.co.uk) a copy of your CV.

**Closing date: 23:59, Sunday 15 February 2026**

**Interviews are expected to take place in the week commencing 23 February 2026**

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Temporary Operations Support Assistant</b>
<b>Department:</b>	Operations Directorate
<b>Section:</b>	Treforest Operations
<b>Responsible to:</b>	Logistics Team Leader
<b>Grade:</b>	RLW
<b>Location:</b>	Treforest

### Main purpose of Job:

To support the operational functions throughout the Operations directorate. Including but not limited to work within Print Production, Despatch and Post Result Services. The post holder will work across multiple teams and processes, providing support when and where there are peak activities as part of an agile and flexible team.

### Principal Duties and Responsibilities:

The post-holder will undertake a wide variety of tasks across a number of functions and teams, including the following;

#### Assessment Material Preparation and Despatch:

- Counting and packing examination papers into sets of specific numbers in the Finishing or Digital print areas.
- Assist with the picking, packing and despatching of assessment materials and support materials in line with current practices and procedures, ensuring items go out correctly and on time.
- Support the housekeeping requirements to ensure a safe working environment for all team members.

#### Stock control and filing:

- To assist with the loading of vehicles and to make use of warehouse equipment where suitably trained.
- To assist with the filing and extraction of assessment materials and scripts for archiving and disposal.

#### Systems and administration:

- Use of warehouse management software to prepare and undertake key despatch functions.
- To assist with script scanning and image checking.

- Liaising with examiners with regards quality control activity (specimen scripts).
- Support all other activities within the PRS function to ensure an effective and timely delivery of a PRS period.

**Equipment operation:**

- To operate a range of equipment in line with training and safe work instructions, including but not limited to production guillotine, folding machine, post franking machine and booklet spine splitter, scanning equipment, pallet trucks etc.

**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.

## Person Specification

<b>Job Title:</b>	Temporary Operations Support Assistant
<b>Department:</b>	Operations 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 verbal and communication skills
- Organisational skills, including good time management
- Highly accurate with attention to detail
- Be flexible and adaptable with the ability to multi-task
- Ability to work under pressure to meet goals and deadlines
- Pro-active approach with the ability to work unsupervised
- Ability to cooperate with others and be an active member of a team
- Understand the importance, and maintain high levels, of confidentiality

### Desirable

- Welsh language skills

## Knowledge

### Highly desirable

- Awareness of Health and Safety at work regulations
- WJEC systems (WMS, AS400, MIMs, Focal Point, QPMS, PEAR, AMP)

## Experience

### Highly desirable

- Working with Warehouse management systems
- Experience of working with EAR's / Dealing with centres

### Desirable

- Working with manual handling lifting equipment.

## Other Requirements

### Highly desirable

- Computer literacy, basic Microsoft Word, Outlook and Excel

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

Teitl y Swydd / Job Title:	Cynorthwydd Cefnogi Gweithrediadau Dros Dro / Temporary Operations Support Assistant		
Cyflog / Salary:	<p><b>£12.60 yr awr, £23,914.80 y flwyddyn (pro-rata lle y bo'n gymwys) /</b>  <b>£12.60 per hour, £23,914.80 per annum (pro-rata where relevant)</b></p> <p><b>Telir taliadau goramser yn unol â chyfraddau gwell cytûn CBAC /</b>  <b>Overtime payments will be made in accordance with the agreed enhanced rates of WJEC.</b></p>	Gradd / Grade:	<b>Cyflog Byw Gwirioneddol /</b> <b>Real Living Wage</b>
Gwyliau Blynnyddol / Annual Leave:	<p><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></p> <p><b>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.</b></p>		
Pensiwn / Pension:	<p><b>Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol.</b>  <b>The provision of the Local Government Pension Scheme (LGPS) applies.</b></p>		

### Math o Gytundeb / Contract Type:

Oriau Gwaith / Working Hours:	Hyd y Contract / Length of Contract:		
<input checked="" type="checkbox"/> Llawn-amser / Full-time	<input type="checkbox"/> Parhaol / Permanent		
<input type="checkbox"/> Rhan-amser / Part-time	<input checked="" type="checkbox"/> Tymor penodol / Fixed-term		
Nifer yr oriau yr wythnos / No. of hrs per week:	36.5	Dyddiad gorffen arfaethedig / Planned end date:	<b>12 Mehefin 2026 /</b> <b>12 June 2026</b>
		Rheswm dros y cyfnod penodol / Reason for fixed-term:	<b>Swydd Wag Dymhorol /</b> <b>Seasonal Vacancy</b>

### Arall / Other:

Cyfnodau prysur llwyth gwaith / Workload Peaks:	Amh / N/A
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### Dull Ymgeisio / Method of Application:

Llenwch y [ffurflen gais ar-lein hon](#) ac anfonwch gopi o'ch CV i [AD@cbac.co.uk](mailto:AD@cbac.co.uk) erbyn **23:59, dydd Sul 15 Chwefror 2026**. Sylwch na fydd modd ystyried eich cais tan y byddwn yn derbyn eich CV.

*Simply complete our [online application form](#) and send your CV to [HR@wjec.co.uk](mailto:HR@wjec.co.uk) by **23:59, Sunday 15 February 2026**. Please note that applications cannot be considered until your CV has been received.*