

## **Administrative Assistant: Online Events Team**

**Salary: £23,031 - £24,066 per annum / £12.13 - £12.68 per hour (Grade 3)**

**Contract type: 3x Full-time (36.5 hours per week), Fixed-term to 22 August 2025**

The Online Events team are key to the success of our online conferences. They have a very proactive role in providing first line support to our Examiners and Moderators who are accessing online materials and conferences.

As an administrative assistant, you'll provide key support to the team, enabling them to respond to our main customer-base in a timely and effective manner. Responsibilities will include tasks such as email handling, sending of passwords and triage of calls to the helpdesk.

We're welcoming applications from people who have some prior experience in an administrative role, are good communicators and confident working with technology. A good working knowledge of Microsoft platforms is important, and knowledge of SharePoint and Teams would be particularly advantageous. You'll enjoy working as part of a team and speaking to stakeholders via telephone and email.

Working for WJEC throughout Summer can be a really rewarding experience, where you'll get the opportunity to enhance your administrative skills and work with many different areas of the business. We often find that staff who join us over Summer, go on to obtain further employment opportunities with us so it can be the start of a really rewarding career.

The roles are full-time, offered on a fixed-term basis until 22 August 2025. Working hours are expected to be typically 8:30am to 4:30pm, Monday to Friday. However, due to occasional evening or weekend work being required, applicants will need to have flexibility around working hours. The roles will be a mix of hybrid and onsite working which would be based in our Western Avenue offices. The balance of hybrid / onsite working will be managed by the Team Leaders and linked to the schedule of work demands.

For informal enquiries, please don't hesitate to contact [HR@wjec.co.uk](mailto:HR@wjec.co.uk) and a member of the team would be more than happy to help.

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

**Interviews are expected to take place on Thursday 27 March 2025**

**JOB DESCRIPTION**

<b>Job Title:</b>	<b>Administrative Assistant: Online Events Team</b>
<b>Department:</b>	Operations Directorate
<b>Section:</b>	Online Events Support Team
<b>Responsible to:</b>	Online Events Team Leader
<b>Grade:</b>	3
<b>Location:</b>	Western Avenue
<b>Main purpose of Job:</b>	

To provide administrative support to the Online Events Team. Responsibilities will include tasks such as email handling, sending of passwords and triage of calls to the helpdesk.

**Principal Duties and Responsibilities:**

- To communicate politely and effectively with a range of individuals (internal and external), establishing requirements and responding or escalating in a timely and professional manner, including:
  - Assisting with routine technical enquiries
  - Producing e-mails for distribution to numerous stakeholders across the UK.
- To undertake a variety of administrative tasks in support of the department including:
  - Assisting in the large-scale production and distribution of an extensive range of materials to customers, both electronically and in paper format.
  - To issue passwords and other important materials, ensuring adherence to confidentiality and/or GDPR at all times.
  - To support access to training sites for appointees.
  - Assisting in the safe distribution of confidential and/or sensitive information.
- To work as part of a team supporting examiners with a range of WJEC activities, for example: responding to queries via the helpdesk facility, ensuring examiners are appropriately allocated to subjects/qualifications and monitoring their marking to ensure it is consistent with WJEC procedures.
- To help maintain and reference a range of internal databases and records
- To build and maintain effective working relationships with other departments of WJEC, working collaboratively to achieve joint aims.
- Providing administrative support to departmental projects (for example, producing written documentation or undertaking information gathering/data-collection)
- To keep up to date with changes to internal processes; creating and introducing relevant updates to the teams' procedures, in consultation with the Online Events Team.

**In addition:**

- To work closely with other departments in WJEC to deliver the objectives of Online Events Team.
- 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 which are not included above but are consistent with the role, as directed by the Online Events Team Leaders.

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**Person Specification**

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<b>Job Title:</b>	Administrative Assistant: Online Events Team
<b>Department:</b>	Online Events Team

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**

- Competence in use of Microsoft Office programmes (including Outlook, Excel and Word and ideally SharePoint and Teams).
- Good oral and written communication skills with the ability to provide information to a variety of audiences.
- A good eye for detail, with the ability to carry out a range of administrative tasks accurately and efficiently.
- Ability to work well independently and as part of a team, with a flexible and pro-active approach to work.
- Organised and efficient, with the ability to produce high-quality work within a busy environment.

**Desirable**

- Welsh language skills
- Confidence in IT, with the ability to quickly learn new and/or bespoke software.
- An ability to solve problems, using initiative and experience to form the most appropriate solution from a range of options.

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**Knowledge**

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**Highly desirable**

- N/A

**Desirable**

- Knowledge of UK Education, Examinations and Qualifications Systems.

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**Experience**

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**Highly desirable**

- Previous experience working in a customer-facing role, answering queries from a range of external customers in a polite and professional manner.

**Desirable**

- Experience of working in an environment where confidentiality is important.

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**Training / Qualifications**

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**Highly desirable**

- 5 GCSE's including English and Maths or equivalent qualifications or experience

**Desirable**

- N/A

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**Other Requirements**

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**Highly desirable**

- A self-motivated individual, who is keen to learn and develop oneself
- Flexibility to work occasional evenings and weekends.

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
<b>Teitl y Swydd / Job Title:</b>	Cynorthwydd Gweinyddol: Tîm Digwyddiadau Ar-lein / Administrative Assistant: Online Events Team		
<b>Cyflog / Salary:</b>	£23,031 - £24,066 y flwyddyn / per annum pro rata £12.13 - £12.68 yr awr / per hour	<b>Gradd / Grade:</b>	3
<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 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 checked="" type="checkbox"/>	Llawn amser, Tymor Cyfyngedig / Full-time, Limited Term	<b>Diwedd y Tymor / End of Term</b>	22 Awst / August 2025
<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 Mawrth 2025</b>.  <b>Disgwylir cynnal cyfweiliadau yn ystod ar dydd Iau, 27 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 March 2025</b>.  <b>Interviews are expected to take place on Thursday 27 March 2025.</b></p>			