Series Processing Administrator

Salary: £25,245 - £27,960 per annum (Grade 4)
Contract type: Full-time (36.5 hours per week), Permanent

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:
The post holder will assist the Series Processing Manager with administrative support to ensure the successful delivery of each examination cycle, taking key responsibility for the 'yellow label service', an integral function that ensures delivery of examination scripts from centres across England for marking. The post holder will have responsibility for providing centres and stakeholders with accurate and professional advice.

The person:
To enjoy and thrive in this role, you will be a strong communicator, with the ability to work collaboratively and flexibly with immediate team members and other colleagues across WJEC, as well as external stakeholders. You will have an organised and proactive approach to work, alongside a high level of accuracy and attention to detail.

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.

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

To find out more about the role, or about working for us, please do not hesitate to contact HR@wjec.co.uk who would be more than happy to answer your questions.

Please visit our website to download a copy of the job description and application form.

Closing date: 23:59, Tuesday 12 August 2025

Interviews are expected to take place in person, in the week commencing 25 August 2025

JOB DESCRIPTION

Job Title:	**Series Processing Administrator**
Department:	Operational Delivery
Section:	Series Processing
Responsible to:	Series Processing Manager
Grade:	4
Location:	**Cardiff**

Main purpose of Job:

The post holder will take responsibility for the administration of the 'yellow label service', a key logistic function that delivers examination scripts for marking primarily from centres across England but may entail other jurisdictions in the future. The role will include preparing forecasts, liaising with and providing key data for stakeholders and regulators and providing support to centres.

The post holder will support the Series Processing Manager in the preparation, presentation and maintenance of data for multiple work streams and working groups.

The post holder will support the receipt, processing and checking of preliminary, final and late entries and amendments for all examination levels, supporting the Entries team in all associated or supplementary functions.

The post holder is responsible for providing accurate and professional advice to centres, particularly Exams Officers.

Principal Duties and Responsibilities:

Yellow Label Service (examination scripts logistics function)

- To co-ordinate all WJEC system requirements and developments relating to the examination scripts logistics programme, liaising with the ICT dept, other WJEC sections and external agencies (DfE, Parcelforce, AQAMK etc.) as required.

- To prepare and provide accurate and timely long and short-term forecasting for the DfE program in line with the agreed schedules. Analyse previous data, preliminary entry and entry data and liaise with internal teams (assessment, commercial and operational).

- To maintain close operational liaison with courier service providers (current contract holder Parcelforce) over issues relating to the provision and accuracy of data, to process all required amendments, and to ensure that the most up to date entry and allocation details are reflected in the data supplied. To provide pre-advice files in accordance with the agreed schedules, and to determine the need for additional/amended files to reflect allocation changes.

- To maintain close operational liaison with e-processing partners (currently AQAMK) to provide a schedule of expected consignments to an agreed schedule, updating when amendments or additions are made, consulting on issues and working towards resolutions.

- To analyse feedback reports received from the carrier (exception returns etc.) and to follow up any collection/delivery queries. To deal with instances of collection and delivery failures, missing packages etc., and to take necessary follow-up action.

- Liaison with courier service providers (current contract holder Parcelforce) on the operation of the various WJEC contracts; to prepare & edit support documentation, monitor performance and investigate delivery/collection failures. Inform and consult with Series Delivery team members to support missing script investigations.
- To populate and maintain the DfE incident log, for any consignments deemed to be of concern, in line with the agreed criteria.
- To manage the late entry and centres rerun request process, maintaining records, processing requests and issuing new/replacement labels to centres in a timely fashion to support marking progress.
- To supervise and provide on the job training and direction to temporary staff during peak periods of activity.

Series Processing
- To support/administer/maintain the cross-organisational plan of all activities that underpin the secure, on-time and accurate delivery of each examination series.
- To support the risk-based monitoring, reporting and escalation in relation to all series related activities.
- To extract, analyse and present data to support the Series Processing Manager and the directorate's operational functions, key performance indicators and key working groups (MPOG, PROG, KPI updates).

Entries, late entries and results
- To support the receipt, processing and checking of all preliminary and final entries and amendments to entries received from centres for all exam levels; to provide guidance to other team members in processing entries.
- To support and assist with accessing and downloading all entries submitted electronically.
- To deal with and resolve or escalate queries from candidates, parents and centres regarding entries and results in a timely and professional manner.
- To help reduce the number of pirate entries by investigation and offering solutions.
- To correct and amend entries and advise centres as required.
- To process late entry marks and results for candidates, ensuring that all late entry stages are followed correctly to ensure that the correct results are issued.
- To work with the Series Processing Manager and Entries Manager in retrieving and analysing entry data and responding to queries.
- To issue entry reminders to centres for all exam sessions.
- To deal with enquiries received via the general Entries mailbox.

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	
Job Title:	**Series Processing Administrator**
Department:	Series Processing

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 skills, both oral and written, with an ability to handle enquiries tactfully and efficiently.
- Excellent interpersonal skills.
- Ability to organise, prioritise and complete a varied workload with minimal supervision and an ability to work calmly and carefully under pressure.
- Ability to work on one's own initiative.
- Ability to work as part of a team.
- Excellent IT skills particularly in the use of Excel, Word and other Microsoft Office applications.
- Ability to work to deadlines.
- Ability to negotiate with internal and external customers and stakeholders.
- Attention to detail.
- Numeracy skills.

Desirable
- Ability to publish new and updated information on the website.

Knowledge

Highly desirable
- Thorough knowledge of examination systems, processes and procedures.
- Sound IT knowledge including AS400.

Desirable
- Understanding of WJEC candidate entries procedure.
- Knowledge of WJEC qualifications coding.

Experience

Highly desirable
- Experience of working within an examination environment.
- Experience of providing advice and guidance to internal and external stakeholders.

Desirable
- Experience of completing work in order to meet critical deadlines.

Training / Qualifications

Highly desirable
- Educated to A level or equivalent professional qualification or demonstrable experience for the role.

Desirable
- Willingness to learn and develop.

Other Requirements

Highly desirable
- Ability to work flexibly.

Telerau ac Amodau Gwasanaeth	Terms and Conditions of Service

Teitl y Swydd / **Job Title:**	Gweinyddwr Prosesu Cyfresi / Series Processing Administrator		
Cyflog / **Salary:**	£25,245 - £27,960 y flwyddyn / per annum	**Gradd /** **Grade:**	4
Gwyliau Blynyddol / **Annual Leave:**	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.		
Pensiwn / **Pension:**	Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol. The provision of the Local Government Superannuation Act apply.		

Math o Gytundeb:		Contract Type:	
☒	Llawn amser / Full-time		
☐	Rhan amser / Part-time	**Nifer yr oriau yr wythnos /** **No. of hrs per week**	
☐	Llawn amser, Tymor Cyfyngedig / Full-time, Limited Term	**Diwedd y Tymor /** **End of Term**	
☐	Rhan amser, Tymor Cyfyngedig / Part-time, Limited Term	**Diwedd y Tymor /** **End of Term**	/ /
		Nifer yr oriau yr wythnos / **No. of hrs per week**	36.5

Dull Ymgeisio:	Method of Application:

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn **23:59, dydd Mawrth 12 Awst 2025**.
Disgwylir cynnal cyfweliadau yn ystod yr wythnos yn dechrau 25 Awst 2025.

Completed forms should be sent by email to hr@wjec.co.uk by **23:59, Tuesday 12 August 2025**.
Interviews are expected to take place in the week commencing 25 August 2025.