

e-Assessment Support Officer

Salary: £28,995 - £29,700 per annum (Grade 4)

Contract type: Full-time (36.5 hours per week), Fixed-term until 31 July 2027

The challenge:

As Wales's 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:

E-Assessment is an essential part of our current and future awarding landscape. The post holder will work as part of an innovative team, providing first line email and telephone support to schools, colleges, and internal stakeholders. As part of the e-Assessment team you will be responsible for the creation of user accounts, providing administrative support, data collation and updating of user guides. You will also be the first point of contact for technical support regarding the installation and use of e-Assessment software and work closely with third party technology partners in resolving technical or operational issues.

The person

To thrive in this role, you will need excellent communication and numeracy skills with experience of dealing with the public by email and telephone. You will have strong organisational skills with the ability to prioritise your workload, working independently as well as part of a small team. You will be able to work under pressure, working accurately to ensure deadlines are met.

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 occasional working from our Cardiff / Treforest offices will be required and whilst flexibility can be discussed, this team currently attend the office, on average, once a month.

To find out more about the role, or about working for us, please do not hesitate to contact our HR team (HR@wjec.co.uk), who will 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: 12:00, Wednesday, 15 July 2026

Interviews are expected to take place on Wednesday, 22 July 2026.

JOB DESCRIPTION

Job title	e-Assessment Support Officer
Department:	Digital and Transformation
Section:	e-Assessment
Responsible to:	e-Assessment Development Manager
Grade:	4
Location:	Hybrid
Main purpose of Job:	

The e-Assessment Support Officer is responsible for providing administrative & end user helpdesk support for all e-Assessment services and awarded contracts, including internal teams and external customers. Working within the e-Assessment team, you will be required to deliver first and second front line technical support to all end users, responding to requests for information. You will also prepare relevant documentation as required, updating user guides, data collation, report creation and general administrative support.

You will work closely with colleagues from across the organisation and external stakeholders, including third party suppliers, so the ability to deliver complex technical information in a clear and concise manner is important within the role. You will also work with technology partners & participate in testing of new software releases.

Principal Duties and Responsibilities:

Support

- To provide first line email and telephony support to centres for all e-Assessment functions including Personalised Assessments
- To deliver first line technical support for e-Assessment system users
- To liaise with colleagues in providing second line technical support
- To work with third party technology partners in resolving technical or operational issues, including participate in testing of new software releases
- To respond to requests for information, prepare introductory packs for new centres and preparation of other communications
- To update online documentation/web pages, following specific in-house guidelines
- To represent the e-Assessment team in meetings as appropriate, collating statistics/usage data and displaying the information in an appropriate format

Administration

- To create user accounts and ensure the assignment of appropriate roles within the Surpass platform

- To undertake data collation regarding usage of e-Assessment functions including Personalised Assessments
- To create reports regarding system usage, calls, emails etc as required and present where required
- To provide administrative support for internal stakeholders for qualifications with an e-Assessment component
- To support the administration & management of the e-Assessment platforms
- To provide administrative support for e-Assessment and Personalised Assessments related meetings.
- To support the processing of marks and awarding for e-Assessment qualifications
- To assist in the preparation and updating of user guides

Personal Development

- To follow continuous improvement and refinement processes, whilst also acquiring additional skills and tools, undertaking relevant industry qualifications (where applicable), ensuring that continued personal development remains at the forefront of the role
- To maintain a detailed knowledge and understanding of educational and technological developments relevant to the provision of e-submissions, including on screen testing.

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:	e-Assessment Support Officer
Department:	Digital and Transformation

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 include potential for growth and development into the role.

Skills and Abilities

Highly desirable

- Ability to independently organise, prioritise and complete a varied workload to deadline, working calmly and carefully under pressure.
- Able to carry out work accurately and pay attention to detail.
- Excellent communication skills, both oral and written, with an ability to handle queries from different stakeholders clearly and succinctly.
- A creative problem-solver, confident exploring a range of solutions to complex or novel problems.
- Ability to work well independently and as part of a team, with a flexible and pro-active approach to work
- A good level of numeracy, including being able to interpret and comment on numerical information.

Desirable

- Conversational Welsh language skills; able to work through the medium of Welsh with support from our translation unit.

Knowledge

Highly desirable

- Good working knowledge of a variety of IT packages, particularly Excel and Outlook within the Microsoft Office suite.

Desirable

- Knowledge of UK examination systems, processes and procedures

Experience

Highly desirable

- Experience in an administrative role that required delivering tasks to a high standard and to deadline.
- Experience in customer service, handling public enquiries via phone and email.

Desirable

- Experience of working in an IT support role

Training / Qualifications

Desirable

- Educated to A level standard or equivalent qualification or demonstrable experience for the role

Telerau ac Amodau Gwasanaeth / Terms and Conditions of Service

Teitl y Swydd / <i>Job Title:</i>	Swyddog Cefnogaeth e-Asesu <i>e-Assessment Support Officer</i>		
Cyflog / <i>Salary:</i>	£28,995 - £29,700 y flwyddyn (pro-rata lle y bo'n gymwys) <i>£28,995 - £29,700 (pro-rata where relevant)</i>	Gradd / <i>Grade:</i>	4
Gwyliau Blynnyddol / <i>Annual Leave:</i>	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. <i>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.</i>		
Pensiwn / <i>Pension:</i>	Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol. <i>The provision of the Local Government Pension Scheme (LGPS) applies.</i>		
Math o Gytundeb / Contract Type:			
Oriau Gwaith / Working Hours:		Hyd y Contract / Length of Contract:	
☒ Llawm-amser / Full-time ☐ Rhan-amser / Part-time Nifer yr oriau yr wythnos / <i>No. of hrs per week:</i> 36.5		☐ Parhaol / Permanent ☒ Tymor penodol / Fixed-term Dyddiad gorffen arfaethedig / <i>Planned end date:</i> 31 Gorffennaf, 2027 / <i>31 July, 2027</i> Rheswm dros y cyfnod penodol / <i>Reason for fixed-term:</i> Cyfnod o absenoldeb / Period of Absence	
Arall / Other:			
Cyfnodau prysur llwyth gwaith / <i>Workload Peaks:</i>		Gorffennaf-Awst yn flynyddol / <i>July-August annually</i>	
Dull Ymgeisio / Method of Application:			
Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn 12:00, dydd Mercher, 15 Gorffennaf 2026. Disgwylir cynnal cyfweiliadau yn ystod ar dydd Mercher, 22 Gorffennaf 2026. Completed forms should be sent by email to hr@wjec.co.uk by 12:00, Wednesday, 15 July 2026. Interviews are anticipated to be held in person, on Wednesday, 22 July 2026.			