

Question Bank Administrative Officer

Salary: £24,258-£24,789 per annum (Grade 3)

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

This role plays an integral part within our Digital Resources Team. As part of the role, you will be required to crop and create portions of exam papers and mark schemes and ensure accurate upload to the Question Bank site. Additionally, you'll gain copyright permission in relation to third party material, ensure contracts are issued and received on time from authors, and provide support to the Quality Assurance team.

The person

To thrive in this role, you will be fluent in Welsh and a highly organised individual with a strong attention to detail. As the nature of the work will require uploading and tagging exam questions to the public site, you'll possess a pro-active approach to your work, with the ability to work well under pressure, whilst always ensuring accuracy.

Our benefits

WJEC is a welcoming and supportive organisation, which is proud to offer a range of generous employee benefits including: 25 days annual leave a year (plus 16 statutory/ additional days), training and development opportunities including free Welsh language courses, and a good pension scheme.

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

Closing date: 23:59, Sunday 18th May 2025

JOB DESCRIPTION

Job Title:	Question Bank Administrative Officer
Department:	IT
Section:	Digital Resources Team
Responsible to:	Senior Quality Assurance Officer
Grade:	3
Location:	Western Avenue, Cardiff

Main purpose of Job:

The post holder will assist the Digital Support Team Manager and Senior Quality Assurance Officer with a wide range of functions to ensure that the department produces appropriate resources in a timely manner to support qualifications, whilst also ensuring that stakeholders receive excellent customer support.

Under the guidance of the Senior Quality Officer, the post holder will have responsibility for specific projects and activities across the Education Resources department.

Principal Duties and Responsibilities:

Question Bank and Quality Assurance

- To crop and create portions of exam papers and mark schemes and ensure accurate upload to the Question Bank site.
- To ensure accuracy and that tags are correctly allocated to each question on the Question Bank site.
- To liaise with authors to ensure that questions are tagged appropriately.
- To ensure the correct naming conventions are followed when uploading documents.
- To maintain the Question Bank database to ensure records are up to date.
- Provide support to the Quality Assurance team.

Admin

- To gain appropriate copyright permission for images and keep the copyright database up to date.
- To maintain and update the database of contractors ensuring that contact details, payment information and deadlines are accurate.
- To maintain project management records as directed by Senior Officer via internal systems – Monday.com, Adobe Bridge and Excel.
- To ensure contracts with authors are sent and received and noted in the central database and update the Head of Content Development on deadlines.
- To take minutes at all digital content meetings and submit to management team.

- To ensure documentation is filed and retained correctly and accurately in accordance with WJEC procedures.
- To undertake other duties as required which are commensurate with the grade of the post.

Additional

- 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:	Question Bank Administrative Officer
Department:	Educational Resources Support

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

Essential

- Proficient written and verbal communication skills in both Welsh and English

Highly desirable

- Ability to work in an organised and accurate way.
- Ability to work as part of a team
- Good level of ICT skills and the ability to apply these skills
- Ability to work to deadlines
- Ability to pay attention to detail

Knowledge

Highly desirable

- Sound IT knowledge

Desirable

- Understanding of the Education and exams systems of both Wales and England
- Understanding of the role technology can play in enhancing learning

Experience

Highly desirable

- Experience of working within a customer focussed environment
- Experience of answering queries from internal and external stakeholders
- Experience of completing work in order to meet critical deadlines.

Desirable

- Experience of working within a fast-paced resource development environment

Training / Qualifications

Highly desirable

- 5 GCSE's including English/Welsh and Maths, or equivalent qualifications or demonstrable experience for the role

Other Requirements

Highly desirable

- Ability to work flexibly
- Willingness to learn and develop

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd / Job Title:	Swyddog Gweinyddol Banc Cwestiynau / Question Bank Administrative Officer		
Cyflog / Salary:	£24,258-£24,789 y flwyddyn / per annum	Gradd / Grade:	3
Gwyliau Blynnyddol / 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:	
<input checked="" type="checkbox"/>	Llawn amser / Full-time		
<input type="checkbox"/>	Rhan amser / Part-time	Nifer yr oriau yr wythnos / No. of hrs per week	
<input type="checkbox"/>	Llawn amser, Tymor Cyfyngedig / Full-time, Limited Term	Diwedd y Tymor / End of Term	
<input type="checkbox"/>	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 Sul 18 Mai 2025 .			
Completed forms should be sent by email to hr@wjec.co.uk by 23:59, Sunday 18 May 2025 .			