

Administrative Assistant (Series Delivery)

Salary: £19,356.00-£20,247.00 per annum (Grade 3)

Contract type: Full-time (36.5 hours per week), fixed-term until 30 September 2023

We're looking for highly organised individuals with a good eye for detail and passion for administration to come and join our Service Delivery team. You'll play a key role in dispatching materials/stationery and ensuring Schools/Colleges and examiners have all they need to deliver our exams across the country.

The challenge

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 role-holder plays an important support role to the team of 6. They'll have lead responsibility for: sending out exam certificates to schools/colleges, dealing with requests for changes to the certificates (names/date of birth and grade changes following appeals) and assisting with the distribution of other confidential materials to schools/colleges. They'll be a first point of contact for a number of external and internal customers, resolving general queries and referring more complex enquiries to other departments.

About you

To flourish in this role, you'll be an organised, meticulous and enthusiastic individual who enjoys providing administrative support to others. You'll have strong interpersonal skills and seek jobs with high levels of customer service.

Benefits

We offer a range of excellent benefits and take pride in being an inclusive and supportive place to work. Highlights include: 25 days annual leave per year (in addition to 16 statutory / additional holidays), free Welsh lessons, a competitive pension scheme and numerous family friendly policies.

If you would like to know more about this role, or about working at WJEC, please do not hesitate to contact Fliss Spacie (she/her) (Felicity.Spacie@wjec.co.uk), who would be more than happy to help.

Closing date: Sunday 24 October 2021

JOB DESCRIPTION

Job title	Administrative Assistant (Series Delivery)
Department:	Assessment Delivery
Section:	Customer Support
Responsible to:	Senior Officer
Grade:	3
Location:	Cardiff
Main purpose of Job:	

The post holder will assist the Head of Service Delivery, Managers, and Officers with a wide range of functions to ensure that candidates receive accurate and timely results and that centres and other stakeholders receive excellent customer support.

The postholder will, under the guidance of senior officers, have responsibility for specific projects and activities across the GCSE and GCE functions and support as required the Skills and Pathways sections. The activities can be rotated for development opportunities.

Principal Duties and Responsibilities:

- Under the direction of a Senior Officer, to support and co-ordinate activities from a range of duties within Series Delivery such as:
 - Co-ordinating certificate despatch and processing requests for replacement certificates
 - Coordinating despatch of 'change of examiner' labels for centres during exam periods
 - Assisting with arrangements for 'transfer candidates' between centres
 - Investigating missing scripts
 - Processing controlled assessment and exam marks
 - Processing special condition and access arrangement applications
 - Analysing data and preparing reports
 - Developing the Series Delivery information for centres
 - Development and maintenance of specific databases
- To answer queries from centres and other stakeholders professionally, providing them with accurate information and, when necessary, referring them the appropriate person.
- To assist in preparing information for standardisation and awarding purposes.
- To access and utilise information held on the AS400, input and access data using internal IT systems and Microsoft Office software.
- To assist with the processing and publication of results.
- To organise the despatch of materials and stationery to centres
- To update series delivery documentation and upload on Sharepoint/Hwb.
- To maintain stationery supplies and organise the disposal of confidential waste for the section.

- To prepare, collate and format information/documents together with photocopying, scanning and faxing documentation.
- To ensure documentation is filed and retained correctly and accurately in accordance with WJEC procedures.

In addition:

- To work closely with other departments in WJEC to deliver team objectives.
- To understand the importance of confidentiality and adhere to best practice principles when working with confidential data.
- To abide by WJEC processes and procedures, including IT security, Safeguarding, Health & Safety and Equality, Diversity & Inclusion.
- To undertake other duties which are not included above but are consistent with the role.

Person Specification

Job title:	Administrative Assistant (Series Delivery)
Department:	Assessment Delivery

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 written and verbal communication skills
- 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

Desirable

- N/A

Knowledge

Highly desirable

- Sound IT knowledge

Desirable

- General knowledge of examination systems, processes and procedures

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 using AS400

Training / Qualifications

Highly desirable

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

Desirable

- N/A

Other Requirements

Highly desirable

- Ability to work flexibly
- Willingness to learn and develop oneself

Desirable

- N/A

Telerau ac Amodau Gwasanaeth**Terms and Conditions of Service****Teitl y Swydd/
Job Title:**

Administrative Assistant – Series Delivery

**Cyflog/
Salary:**

£19,356 - £20,247

**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.

25 Days per annum. In addition, the WJEC currently allows 16 statutory / additional holidays.

**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 Llawn-amser Tymor Cyfyngedig / Full Time Limited Term Rhan-amser Tymor Cyfyngedig / Part Time Limited Term**Nifer yr oriau yr wythnos
No of hrs per week****Diwedd y Tymor
End of Term****Diwedd y Tymor
End of Term**

30/09/2023

**Nifer yr oriau yr wythnos
No of hrs per week****Dull Ymgeisio:****Method of Application:**Dylid anfon ffurflenni wedi'u llenwi ar e-bost at ad@cbac.co.uk erbyn 24 Hydref 2021.Completed forms should be sent by email to hr@wjec.co.uk by 24 October 2021.