

**JOB TITLE**            **Digital Support Officer (Administrative Assistant)**  
**Contract type:**      **Fixed Term 30/09/2022**  
**Salary:**                **£19,761 - £20,673 per annum (pro-rata where applicable)**

**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 Assistant Directors, Head of Content Development and Senior Digital Content Officer with a wide range of functions to ensure that the department produces appropriate resources in a timely manner to support qualifications and that stakeholders receive excellent customer support.

**The person:**

To thrive in this role, you'll be organised and be able to maintain a high attention to detail when working on several tasks simultaneously. The successful candidate will be confident working on their own initiative, but equally confident working with others, in support of team projects.

**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. Whilst there will be times when you are required to work on-site in our Cardiff office, we would be happy to consider requests for flexible and/or homeworking from the successful applicant.

Please visit [www.wjec.co.uk/home/about-us/working-for-us/](http://www.wjec.co.uk/home/about-us/working-for-us/) to download a copy of the job description and application form.

**Closing date: 07 January 2022**

## JOB DESCRIPTION

<b>Job title</b>	<b>Support Officer (Administrative Assistant)</b>
<b>Department:</b>	Chief Executive
<b>Section:</b>	Digital Resources Team
<b>Responsible to:</b>	Digital Content Senior Support Officer
<b>Grade:</b>	3
<b>Location:</b>	Western Avenue, Cardiff

### Main purpose of Job:

The post holder will assist the Assistant Directors, Head of Content Development and Senior Digital Content Officer with a wide range of functions to ensure that the department produces appropriate resources in a timely manner to support qualifications and that stakeholders receive excellent customer support.

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

### Principal Duties and Responsibilities:

- Gain copyright permission for images and keep the copyright database up to date.
- Process invoices – maintaining a relationship between contractors and finance to ensure that invoices are accurate and processed in a timely manner
- To maintain and monitor the digital resources finance sheet and escalate issues to the appropriate person
- 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
- Ensure contracts with authors are sent and received and noted in the central database and update the Head of Content development on deadlines
- Take minutes at all digital content meetings
- To prepare, collate and check information that is sent to external stakeholders
- Upload resources in both Welsh and English ensuring that all descriptions and links are accurate
- Assist the Senior support officer in the creation of bilingual marketing materials

- Arrange meetings including refreshments, venue and any necessary equipment
- To answer telephone and email queries from 3<sup>rd</sup> party content providers and key stakeholders in a professional manner, providing them with accurate information and, when necessary, referring them the appropriate person.
- Deal with incoming and outgoing post
- Maintain stationary levels and order office supplies
- Prepare and format documents together with photocopying, scanning and faxing documentation
- Ensure documentation is filed and retained correctly and accurately in accordance with WJEC procedures.
- Update and process monthly reports from the Welsh Books Council
- Process applications for staff accommodation and travel bookings
- Correspond with schools and Local Authorities informing them of new Publications
- To undertake other duties as required which are commensurate with the grade of the post.

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**Person Specification**

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<b>Job title:</b>	<b>Support Officer – Digital Resources Team</b>
<b>Department:</b>	Chief Executive

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**

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

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**Knowledge**

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**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

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**Experience**

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**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

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**Training / Qualifications**

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**Highly desirable**

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

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**Other Requirements**

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**Highly desirable**

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

**Telerau ac Amodau Gwasanaeth****Terms and Conditions of Service**

**Teitl y Swydd:** Support officer (Administrative Assistant)  
**Job Title:**

**Cyflog:** £19,761 - £20,673 pro  
**Salary:** rata per annum  
**Gradd:** 3  
**Grade:**

**Gwyliau Blynyddol:** 25 Diwrnod y flwyddyn. Mae CBAC yn caniatáu 16 o ddyddiau statudol/ychwanegol o wyliau yn ogystal ar hyn o bryd.

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

**Pensiwn:** Gweithredir darpariaeth y Ddeddf Bensiwn Llywodraeth Leol

**Pension:** 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** 30/09/2022  
**End of Term**

**Nifer yr oriau yr wythnos** 21.9  
**No of hrs per week**

**Dull Ymgeisio:****Method of Application:**

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at [ad@cbac.co.uk](mailto:ad@cbac.co.uk) erbyn **07 Ionawr 2022**  
 Completed forms should be sent by email to [hr@wjec.co.uk](mailto:hr@wjec.co.uk) by **07 January 2022**