Qualifications Administrative Assistant (Apprenticeship)

Salary: £27,102 - £28,038 per annum (Grade 3)

Contract type: Full-time (36.5 hours), fixed-term for 18 months

Are you organised, curious, and ready to get your foot in the door of the business world? Whether you're fresh out of education or looking for a new direction, our Business Administration Apprenticeship is the perfect launchpad for your career.

You'll work alongside professionals, gain real-world office experience, and get paid while you study for a nationally recognised qualification.

The experience
Throughout the contract, you will be supported to achieve a Level 2 foundation apprenticeship in Business Administration. This will be achieved through a combination of experience in an administrative role, 1-2-1 learning sessions and online workshops. The course will be tailored per learner but aims to enhance skills and confidence in business administration, customer service, technical and practical skills alongside communication and IT skills.

You will provide general administrative support to our Qualifications Support Team (QST). QST act as a central point of contact for the organisation in providing style consistency, version control and a rigorous amendments process for qualification documents. Working under the direct supervision of Administrative Officers and the Qualifications Operationalising Manager, key duties in this role will include:

- administrative support for meetings
- producing/formatting documents
- reviewing data
- improve information/data collection processes
- support operationalising new qualifications

About you
No previous experience is required; just the right attitude. Candidates should demonstrate they are organised, enthusiastic, and eager to learn. We're looking for good communicators who are keen to grow a career in business administration within the education sector.

Benefits
At WJEC, we take 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.

This role falls within the 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 and whilst flexibility can be discussed, this team currently attend the office, on average, one day a week.

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

Closing date: 23:59, Monday, 30 November 2025

Interviews are expected to take place in the week commencing 16 December 2026.

245 Western Avenue, Cardiff CF5, 2YX
Tel 029 2026 5002 / 5189 / 5015
www.wjec.co.uk

JOB DESCRIPTION

Job Title:	**Qualifications Administrative Assistant (Apprenticeship)**
Department:	Qualifications and Assessment Delivery
Section:	Qualifications Support Team
Responsible to:	Qualification Operationalising Manager
Grade:	3
Location:	Western Avenue

Main purpose of Job:

This apprenticeship is offered within the Qualifications Support Team provides high level administrative support for the development of new qualifications as well as supporting the wider qualifications and assessment directorate.

You will provide specific support to the Qualification Operationalising Manager, helping to introduce new qualifications across the business as well as contributing to the wider work of the Qualifications Support Team.

You will receive regular in-house training as and when agreed, to understand the activities of the team and deliver administration services to the organisation. You will also work towards a Level 2 or foundation apprenticeship in Business Administration.

Principal Duties and Responsibilities:

Under the guidance of the Qualification Operationalising Manager:

- gather and input data in databases and computer software, verifying the accuracy of information
- review data for errors, make corrections, and check outputs
- research and collate information for documents and reports with minimal oversight
- look for ways to improve information/data collection processes, including the design of forms and templates
- adhere to organisational processes to maintain data accuracy, integrity, and confidentiality
- support the introduction of new qualifications through arranging operationalising meetings distributing documents and materials, developing and maintaining the electronic filing system, note taking and tracking actions.

Support the work of the wider Qualifications and Assessment Delivery Directorate by:

- providing support to the administrative officers as required
- providing administrative support for meetings including arranging meetings, taking notes and collating and distributing materials
- filing documents using the electronic filing system
- formatting documents using Microsoft Office applications

- producing documents to tight deadlines

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:	**Qualifications Administrative Assistant (Apprenticeship)**
Department:	Qualifications & Assessment Delivery: Qualifications

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 communication skills
- Ability to work as part of a team
- Digital Literacy skills, including Microsoft Office products (in particular Word and Excel).
- A strong desire to acquire further knowledge and skills in a working environment
- Ability to demonstrate good organisational skills
- Ability to carry out tasks following training and or direction
- Good attention to detail and ability to work logically and methodically

Desirable

- Familiarity with administrative processes and systems
- Ability to communicate through the medium of Welsh

Training / Qualifications

Highly desirable

- Five GCSEs or equivalent qualifications, including English/Communication and Maths/Numeracy, Grades A-D / Level 2 Pass or equivalent

Desirable

- GCSE English C or Level 2 Essential Communication Skills (or equivalent qualification)

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

Teitl y Swydd / *Job Title:*	**Cynorthwyydd Gweinyddol Cymwysterau (Prentisiaeth)** / *Qualifications Administrative Assistant (Apprenticeship)*		
Cyflog / *Salary:*	**£27,102 - £28,038 y flwyddyn** (**pro-rata lle y bo'n gymwys** / *£27,102 - £28,038 per annum (pro-rata where relevant)*	**Gradd /** *Grade:*	3
Gwyliau Blynyddol / *Annual Leave:*	**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.** *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.*		
Pensiwn / *Pension:*	**Mae gofynion y Cynllun Pensiwn Llywodraeth Leol yn berthnasol.** *The provision of the Local Government Pension Scheme (LGPS) applies.*		

Math o Gytundeb / *Contract Type:*

Oriau Gwaith / *Working Hours:*

☒ **Llawn-amser** / *Full-time*

☐ **Rhan-amser** / *Part-time*

Nifer yr oriau yr wythnos / *No. of hrs per week:* 36.5

Hyd y Contract / *Length of Contract:*

☐ **Parhaol /** *Permanent*

☒ **Tymor penodol /** *Fixed-term*

Dyddiad gorffen arfaethedig / *Planned end date:* **18 mis /** *18 months*

Rheswm dros y cyfnod penodol / *Reason for fixed-term:* **Prentisiaeth /** *Apprenticeship*

Arall / *Other:*

Cyfnodau prysur llwyth gwaith / *Workload Peaks:* **Amh** / *N/A*

Dull Ymgeisio / *Method of Application:*

Dylid anfon ffurflenni wedi'u llenwi ar e-bost at AD@cbac.co.uk erbyn **23:59, dydd Llun, 30 Tachwedd 2026**.
Disgwylir cynnal cyfweliadau yn ystod yr wythnos yn dechrau 16 Rhagfyr 2026.

Completed forms should be sent by email to HR@wjec.co.uk by **23:59, Monday, 30 November 2026**.
Interviews are expected to take place in the week commencing 16 December 2026.