

|  |  |
| --- | --- |
| **JOB DESCRIPTION** |  |
| |  |  | | --- | --- | | **Job title** | **Clerical Officer (Appointees Unit)** | | **Department:** | Assessment Delivery Directorate | | **Section:** | Appointees Unit | | **Responsible to:** | Head of Appointees | | **Grade:** | 3 | | **Location:** | Western Avenue | | **Main purpose of Job:** |  | | | | |

To provide administrative support to staff within the Appointees Unit, related to financial issues and monthly payments for all appointees. To maintain accurate information on the system and to prepare various materials for despatch. The post holder will provide general quality assurance support within the section at the discretion of the Head of Appointees Unit.

|  |  |
| --- | --- |
| **Principal Duties and Responsibilities:** |  |

1. To assist the Administrative Assistants in the following areas:

* support for appointees via phone calls/emails to Help lines
* clerical support for recruitment and advertising senior appointee vacancies
* collating and posting confidential password letters
* processing car hire requests
* organising, printing and despatching appointee Certificates.

1. To organise the collation of stationery for examiners and moderators non-confidential packs.
2. Assisting in the production of confidential examiner packs.
3. To provide support to the Administrative Officer (Fees), as required including dealing with payment queries by phone and email. To assist with the processing of monthly payments to appointees during the summer months.
4. To use the collating machine to despatch large volumes of letters.
5. To collect, read, sort, redirect and deliver post for the Appointees Unit.
6. To maintain stationery supplies for the Unit, to support the day-today work of the unit and cyclical despatches to examiners and moderators.
7. To deal with general telephone queries received from examiners and moderators.
8. To access and utilise information held on the Appointees Management Portal (AMP), E-marker, Surpass and EMI and IAMIS.
9. To provide clerical support to the Head of Appointees Unit as required.

|  |  |
| --- | --- |
| **Person Specification** |  |

|  |  |
| --- | --- |
| **Job title:** | Clerical Officer (Appointees Unit) |
| **Department:** | Assessment Delivery Directorate |

|  |
| --- |
| 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**

* Administrative skills.
* Numeracy skills (to allocate centres to Examiners)
* Literacy skills
* The ability to work calmly under pressure
* Organisational skills.
* Flexible approach.
* Ability to work with people at all levels.
* Ability to work on own initiative and to work as part of a team.
* Ability to work with speed and accuracy and the ability to pay attention to detail.
* Ability to work to deadlines and carry out routine work.

|  |  |
| --- | --- |
| Knowledge |  |

**Highly desirable**

* Knowledge of examination system and procedures.
* IT knowledge: AS400, Access databases and Excel spreadsheets (to process allocations and to record conference details for mail merge purposes, Word (mail merge purposes).

**Desirable**

* Welsh language skills

|  |  |
| --- | --- |
| Experience |  |

**Highly desirable**

* Experience of working to examination procedures and systems eg awarding, knowledge of complete examination cycles
* Experience of dealing with the public
* Experience of IT eg word/Excel/Access

|  |  |
| --- | --- |
| **Training / Qualifications** |  |

**Highly desirable**

* GCSE qualifications

**Desirable**

* A level qualifications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Telerau ac Amodau Gwasanaeth | | | | Terms and Conditions of Service | | |
| Teitl y Swydd:  Job Title: | Clerical Officer (Appointees Unit) | | | | | |
| Cyflog:  Salary: | £19,356 - £20,247 | | Gradd:  Grade: | | 3 | |
| Gwyliau Blynyddol:  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 | | 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  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](mailto:ad@cbac.co.uk) neu eu postio i’r Uned Adnoddau Dynol, CBAC, 245 Rhodfa’r Gorllewin, Caerdydd, CF5 2YX erbyn **17 Rhagfyr 2020.**  Completed forms should be sent by email to [hr@wjec.co.uk](mailto:hr@wjec.co.uk) or returned by post to the Human Resources Unit, WJEC, 245 Western Avenue, Cardiff CF5 2YX by 17 December 2020. | | | | | | |