

Temporary Operations Support Assistant

Salary: £12 per hour
£22,776 per annum pro rata (RLW)

Contract type: 4x Full-time (36.5 hours per week)
Fixed-term to 30 May 2025

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:

Our operations team play a key part in the life cycle of our assessment papers from production, despatch, through to our post results services. This role provides an opportunity for someone to work across various operational functions performing a variety of tasks in a warehouse setting, which include but are not limited to, supporting assessment material preparation and despatch, picking and packing duties and operation of warehouse equipment. Due the nature of the role, a knowledge of Health & Safety regulations or experience of warehouse practices would be advantageous for this position, but not essential.

The roles are full-time, offered on a fixed-term basis until 30 May 2025. Working hours are expected to be typically 8:00am to 4:00pm, Monday to Friday. However, due to occasional evening or weekend work being required, applicants will need to have flexibility around working hours.

The person:

You will be working as part of a busy operational team, supporting various departments throughout the exam life cycle. As the nature of the work will mean working across different operational functions, you'll possess a flexible, adaptable, and pro-active approach to your work, with the ability to carry out various tasks unsupervised.

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.

To apply: Simply complete [this short online application form](#) and send HR@wjec.co.uk a copy of your CV.

Closing date: 23:59, Sunday 09 February 2025

Interviews are expected to take place in the week commencing 17 February 2025

JOB DESCRIPTION

Job Title:	Temporary Operations Support Assistant
Department:	Operations Directorate
Section:	Treforest Operations
Responsible to:	Logistics Team Leader
Grade:	1RLW
Location:	Treforest

Main purpose of Job:

To support the operational functions throughout the Operations directorate. Including but not limited to work within Print Production, Despatch and Post Result Services. The post holder will work across multiple teams and processes, providing support when and where there are peak activities as part of an agile and flexible team.

Principal Duties and Responsibilities:

The post-holder will undertake a wide variety of tasks across a number of functions and teams, including the following;

Assessment Material Preparation and Despatch:

- Counting and packing examination papers into sets of specific numbers in the Finishing or Digital print areas.
- Assist with the picking, packing and despatching of assessment materials and support materials in line with current practices and procedures, ensuring items go out correctly and on time.
- Support the housekeeping requirements to ensure a safe working environment for all team members.

Stock control and filing:

- To assist with the loading of vehicles and to make use of warehouse equipment where suitably trained.
- To assist with the filing and extraction of assessment materials and scripts for archiving and disposal.

Systems and administration:

- Use of warehouse management software to prepare and undertake key despatch functions.

- To assist with script scanning and image checking.
- Liaising with examiners with regards quality control activity (specimen scripts).
- Support all other activities within the PRS function to ensure an effective and timely delivery of a PRS period.

Equipment operation:

- To operate a range of equipment in line with training and safe work instructions, including but not limited to production guillotine, folding machine, post franking machine and booklet spine splitter, scanning equipment, pallet trucks etc.

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: Temporary Operations Support Assistant

Department: Operations 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

- Good verbal and communication skills
- Organisational skills, including good time management
- Highly accurate with attention to detail
- Be flexible and adaptable with the ability to multi-task
- Ability to work under pressure to meet goals and deadlines
- Pro-active approach with the ability to work unsupervised
- Ability to cooperate with others and be an active member of a team
- Understand the importance, and maintain high levels, of confidentiality

Desirable

- Welsh language skills

Knowledge

Highly desirable

- Awareness of Health and Safety at work regulations
- WJEC systems (WMS, AS400, MIMs, Focal Point, QPMS, PEAR, AMP)

Experience

Highly desirable

- Working with Warehouse management systems
- Experience of working with EAR's / Dealing with centres

Desirable

- Working with manual handling lifting equipment.

Other Requirements

Highly desirable

- Computer literacy, basic Microsoft Word, Outlook and Excel

Telerau ac Amodau Gwasanaeth		Terms and Conditions of Service	
Teitl y Swydd / Job Title:	Cynorthwydd Cefnogi Gweithrediadau Dros Dro / Temporary Operations Support Assistant		
Cyflog: Salary:	£12.00 yr awr / per hour £22,776 y flwyddyn / per annum (pro rata) <i>Telir taliadau goramser yn unol â chyfraddau gwell cytûn CBAC / Overtime payments will be made in accordance with the agreed enhanced rates of WJEC.</i>	Gradd / Grade:	1RLW
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, 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:	
<input type="checkbox"/>	Llawn-amser / Full-time		
<input type="checkbox"/>	Rhan-amser / Part-time	Nifer yr oriau yr wythnos / No of hrs per week	
<input checked="" type="checkbox"/>	Llawn-amser Tymor Cyfyngedig / Full-time, Limited Term	Diwedd y Tymor / End of Term	30 Mai / May 2025
<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:	
Llenwch y ffurflen gais fer ar-lein hon ac anfonwch gopi o'ch CV i AD@cbac.co.uk erbyn 23:59; dydd Sul 09 Chwefror 2025.			
Simply complete this short online application form and send HR@wjec.co.uk a copy of your CV by 23:59; Sunday 09 February 2025.			