

## WJEC Summer 2024 Temp Scheme

We are looking for Clerical Assistants and Administrative Assistants to support the effective and timely delivery of our 2024 Summer Exam series.

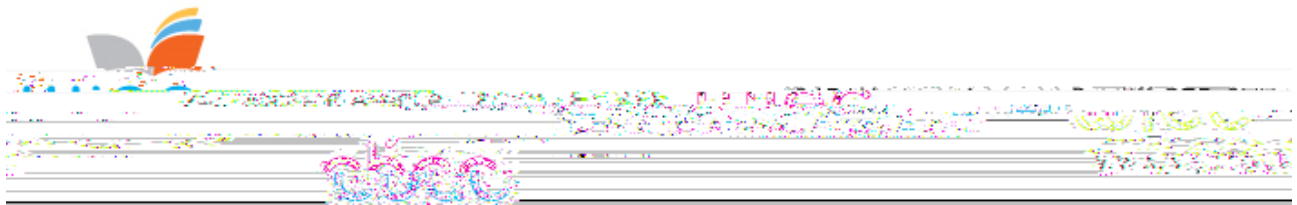
### Administrative Assistants

Full-time (36.5 hours) Temporary / Fixed Term (lengths of contract vary up to August 2024).  
Salary: £11.14 per hour / £4,566.70 per annum (pro-rata), if applicable

Positions are available from April 2024 onwards. Whilst most of the roles we have available are full-time, part-time hours will also be considered.

Working hours will be during the busy Summer examination series.

Roles join holders will be placed in one of several departments but will always be in a friendly and supportive team and are expected to work under administrative supervision. Duties will be varied and range from scanning/photocopying and collating/distributing documents to assisting with phone



## JOB DESCRIPTION

<b>Job title</b>	<b>Temporary Administrative Assistant</b>
<b>Department:</b>	Various
<b>Section:</b>	Various
<b>Responsible to:</b>	Line Manager
<b>Grade:</b>	2
<b>Location:</b>	Cardiff
<b>Main purpose of Job:</b>	

The post holder will carry out certain specific administrative duties within the section.

### Principal Duties and Responsibilities:

#### Communication and Customer Service

Under direction/support from your line manager:

- To communicate politely and effectively with a range of individuals (internal and external), providing responses to common queries and/or escalating in a timely and professional manner.
- To make and receive calls internally and externally relating to common enquiries, liaising with other departments and escalating uncommon or complex queries.
- To build and maintain effective working relationships with other departments of WJEC, working collaboratively to achieve joint aims.
- Providing administrative support to departmental projects (for example, producing written documentation or undertaking information gathering/data-collection)

#### Administrative:

- To undertake a variety of administrative tasks in support of the department including:
  - Assisting in the large-scale production and distribution of an extensive range of materials to customers, both electronically and in paper format.
  - Assisting in the safe distribution of confidential and/or sensitive information and undertake redacting of documents when required.
- To help maintain departmental databases and be able to obtain information from an array of databases and systems.
- To use Microsoft Office packages to support the production or formatting of documents
- To process applications or requests for information from a range of stakeholders, in line with WJEC policy and practices
- To undertake filing of documents (electronic and paper), in line with local retention policies
- To assist with travel/accommodation requests from customers.

#### In addition:

- To work closely with other departments in WJEC in support of 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, Health & Safety and Equality, Diversity & Inclusion.
- To undertake other duties which are not included above but are consistent with the role.



**Teitl y Swydd/  
Job Title:**