

Administrative Assistant: Compliance (2 posts)

Salary: £23,031 - £24,066 per annum pro rata (Grade 3)

Contract 1: Full-time, Fixed-term (available 01 April until 31 October 2025)

Contract 2: Full-time, Fixed-term (available 01 April until 30 September 2025)

The successful candidate will join a really important section of WJEC, the Compliance Team, responsible for addressing complaints, appeals, safeguarding concerns and malpractice allegations.

The role

As Administrative Assistant you will support the team by keeping up to date records and helping collate relevant paperwork for the case investigators in a timely fashion. Alongside monitoring case progress, you will also be responsible for providing a good customer service and communicating with others.

About you

You will be reviewing a range of sensitive complaints or concerns, some of which can be of an upsetting nature. As such, candidates must have excellent interpersonal skills and be prepared to review sensitive information. You will also enjoy using databases to track and monitor work and will have good IT skills across the suite of Microsoft programmes, in particular, Excel.

Benefits

At WJEC, we 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), free Welsh lessons, a competitive 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.

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, Tuesday 18 March 2025

Interviews are expected to take place in the week

- x  Participate actively in supporting the principles and practice of equality of opportunity as laid down in
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