

JOB DESCRIPTION

Job Title:	Head of Assessment Workforce
Department:	Qualifications and Assessment
Section:	Assessment Workforce
Responsible to:	Director of Qualifications & Assessment
Grade:	Grade 13
Location:	Western Avenue
Main purpose of Job:	

To strategically lead our Assessment Workforce team, ensuring that we effectively workforce plan and engage with a talented assessment workforce to deliver fair, valid, and reliable assessments for our customers and learners.

The Head of Assessment Workforce will work with our Qualification and Subject experts across the organisation to create a strategic assessment workforce plan, analysing our current workforce needs and determine future workforce demands. They will lead on assessment workforce employment status and contract management, ensuring that our assessment workforce is contracted in the right way to deliver the organisation's short- and long-term objectives.

The Head of Assessment Workforce will lead the Appointees Team in liaison with other relevant teams to ensure the recruitment, selection and onboarding of our assessment workforce is delivered efficiently. They will ensure the right contracts are issued and our assessment workforce is paid on time.

The Head of Assessment Workforce will introduce induction and training to the workforce, with a focus on assessment development. They will lead, review and implement a range of policies and procedures to ensure our assessment workforce are engaged, high performing and retained.

Principal Duties and Responsibilities:

Workforce

- To create and maintain an assessment workforce plan to ensure we have sufficient capacity and capability to deliver our qualifications and assessments.
- To design and implement an effective recruitment and engagement strategy to ensure we engage and attract a talented assessment workforce
- To lead the Appointee team in liaison with other relevant teams to ensure the recruitment, selection and onboarding of our assessment workforce is delivered efficiently.

- To design and implement an onboarding programme to all assessment workforce personnel
- To implement a range of WJEC policies and procedures relevant to the appointment and deployment of all appointees – including examiners, moderators, team leaders, principal examiners, principal moderators, chairs, revisers and scrutineers.
- To implement a performance monitoring system drawing together all strands of information that are required in order to monitor and evaluate the performance of individual appointees, and contribute to the decision-making processes which use this information (which will also involve the relevant subject officer)
- To implement arrangements relating to succession planning for appointee roles.

Contract Management and Fees

- Review and create strong, robust, and consistent contracts for all appointees through continuous review and improvement. considering contractual approaches of competitors and other contracting environments, including roles that are not confined to an examination series such as, but not limited to, CPD presenters, qualification developers, JCQ inspectors.
- To ensure that all appointees are provided with accurate contracts in a timely manner.
- To support as appropriate all centralised processes relating to the automated payment of examiners and moderators, including auto-runs for script marking, “payment by item” procedures for on-screen markers, and the scheduling & implementation of staged setting fee payments to principal examiners and other QPEC related appointees.

Data and Reporting

- To ensure that the team follow guidelines on managing appointee data in conjunction with regulatory requirements and legislation.
- To understand capacity requirements and monitor recruitment and appointment data to ensure sufficient resource is available for each examination series.
- Develop regulatory reports to evidence the required assessment workforce is in place to deliver assessment and awarding on time.
- To take an active role in ensuring that the deployment arrangements provide value for money for WJEC, including by reporting on the annual value of appointees’ contracts at point of issue.

Other Duties

- To lead the Appointee team in liaison with other relevant teams to ensure the deployment of all appointees, including issue of confidential and non-confidential materials, allocations, preparation, and issue of itineraries for all visiting examiners/moderators, and all related operational interactions with centres, internal and external stakeholders, and arrangements for Reviews of Marking and Moderation.
- To represent WJEC at Regulatory and JCQ meetings relating to appointee matters.

Person Specification

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Department:	Qualifications & Assessment

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

- Contract management skills
- Excellent communication and interpersonal skills
- Organisational skills.
- The ability to contribute to strategic direction and to inspire a team.
- The ability to identify and advise on the need for change in terms of internal and external requirements.
- The ability to work under pressure to meet deadlines.
- The ability to represent WJEC in a variety of challenging contexts.
- Ability to work with other teams to streamline procedures and practices.
- Ability to interpret data, including in contexts relating to value for money and performance management.
- The ability to manage of large teams, including delegation of work, motivation, support and training as necessary.

Knowledge

Highly desirable

- Employment status legal knowledge

Desirable

- Detailed understanding of the context and organisation of education in Wales and England
- Detailed knowledge of project management principles
- Contractual matters
- Risk Management
- Knowledge of Financial management and analysis in relation to workforce planning

Experience

Highly desirable

- Experience of strategic workforce planning
- Experience of designing and implementing a recruitment and engagement strategy
- Experience of reviewing and streamlining procedures in conjunction with others.
- Experience of initiating and managing change.
- Experience of working with contractors and ensuring delivery of outcomes to strict deadlines

Desirable

- Experience of managing contract employees

Training / Qualifications

Highly desirable

- Degree level of education or equivalent.

Desirable

- CIPD qualification