

Disgrifiad o'r Swydd

Teitl y Swydd	Swyddog Cymorth i Wasanaethau
Gwasanaeth	Gwasanaethau Democrataidd/Cymorth Corfforaethol i Wasanaethau
Graddfa	5
Pwynt/iau Cyflog	Pwyntiau 5-6
Cyflog	£23,500 - £23,893 pro rata
Pwrpas y Swydd	<ul style="list-style-type: none"> • Darparu gwasanaeth gweinyddol cynhwysfawr i holl feysydd yr awdurdod lleol • Darparu gwasanaeth cadw cofnodion o safon uchel ar gyfer cyfarfodydd mewnol ac allanol.
Lleoliad	Penmorfa, Aberaeron
Oriau Gwaith	37 awr yr wythnos
Math o Contract	Llawn Amser
Hyd y Contract	Tymor Sefydlog
Teitl swydd y Rheolwr Llinell	Arweinydd Tîm - Cymorth Corfforaethol i Wasanaethau
Cyfrifoldebau Goruchwylio / Rheoli	Dim Cyfrifoldebau Goruchwylio na Rheoli
Atebolrwydd	<p>Bydd yn ofynnol i ddeiliad y swydd weithio o fewn canllawiau, polisïau, gweithdrefnau a deddfwriaeth ddiffiniedig.</p> <p>Mae'n bosibl y bydd y swydd yn datblygu wrth i ddulliau gweithio newid ac er mwyn mynd i'r afael â blaenoriaethau gwasanaethau a bydd y dyletswyddau yn agored i newid rhesymol.</p> <p>Mae'r Adran hefyd yn mynnu bod gweithwyr yn gweithio'n hyblyg ac yn cydweithio mewn ffordd a fydd yn sicrhau bod blaenoriaethau gwasanaethau yn cael eu diwallu.</p>
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	
Dyletswyddau a chyfrifoldebau	
Dyletswyddau Penodol i'r Gwasanaethau	
<p>Darparu gwasanaeth cymryd cofnodion ar gyfer amrywiaeth o gyfarfodydd mewnol ac allanol, gan gynnwys:</p> <ul style="list-style-type: none"> - Anfon gwahoddiadau - Mynychu cyfarfodydd - Dosbarthu cofnodion - Monitro camau gweithredu <ul style="list-style-type: none"> • Paratoi a dosbarthu dogfennau dan gyfarwyddyd gwasanaethau gweithredol (Adroddiadau, Bwndeli, Trwyddedau, Tystysgrifau ayb.) • Rhagwrio dogfennaeth a ffioedd a gyflwynwyd, gan ddatrys materion gyda chwsmeriaid cyn iddynt gael eu cymeradwyo gan staff gweithredol (Trwyddedau, Gwiriadau'r Gwasanaeth Datgelu a Gwahardd (DBS), Ceisiadau Cynllunio, ayb.) • Ymgymryd â Chwiliadau'r Awdurdod Lleol mewn perthynas â Chynllunio, Priffyrdd, Cofrestrfa Tir a meysydd eraill perthnasol • Cydnabod ac ymateb i ohebiaeth/ymholiadau sy'n dod i mewn • Goruchwylio lefelau stoc lle bo angen (deunyddiau swyddfa, taflenni ayb.) 	

- Cynnig cefnogaeth a gwybodaeth gyfatebol mewn perthynas â chwynion, ceisiadau Rhyddid Gwybodaeth, data perfformiad, adrodd wrth reolwyr
- Echdynnu, dadansoddi a chyflwyno data, gan ddefnyddio cyfres o raglenni Microsoft Office
- Paratoi bwndeli swyddogol ar gyfer ceisiadau gan lysoedd/gwrandawiadau/a cheisiadau am fynediad at ddata gan y testun
- Bod yn gyfrifol am olygu gwybodaeth lle bo angen a hynny dan gyfarwyddyd y gwasanaethau
- Darparu cefnogaeth mewn perthynas ag ymgynghoriadau cyhoeddus, arolygiadau ac adolygiadau arferion
- Diweddarau gwybodaeth ar y we drwy gyfrwng y wefan a'r fewnwyd gorfforaethol

Dyletswyddau Cyffredinol

- Dyletswyddau cyffredinol swyddfa (ffeilio, teipio, llungopïo, sganio, delio gyda'r post)
- Mewnbynnu/echdynnu gwybodaeth ar/oddi ar systemau TGCh (WCCIS, Insight, Clic, Tascomi, ayb.)
- Trefnu cyfarfodydd – mewnol/allanol (Neilltuo ystafelloedd, anfon gwahoddiadau, ayb.)
- Cyflawni dyletswyddau derbynfa mewn lleoliadau swyddfa sydd ar gyfer cwsmeriaid, gan gynnwys arwyddo dros ymwelwyr wrth iddynt gyrraedd ac ymadael, cynnal manau gwybodaeth.
- Cynnal system ffeilio effeithiol (papur ac electronig) gan gynnwys logio ffeiliau papur os cânt eu cymryd o leoliadau, ac archifo. Bydd hwn yn cynnwys codi a chario bocsys o nwyddau swyddfa a blychau archifo.
- Delio â galwadau ffôn, gan gynnwys cymryd negeseuon
- Prosesu hawliadau arian mân a delio'n gyffredinol gydag arian parod
- Trefnu presenoldeb staff mewn digwyddiadau allanol.
- Darparu cefnogaeth i'r gwasanaethau o ran gweithgareddau dyddiol, arferol
- Goruchwyllo cyfrifon e-byst generig ar ran y gwasanaethau a'u hanfon ymlaen neu weithredu arnynt yn ôl y gofyn.
- Bod yn aelod llawn o'r Tîm Cymorth Corfforaethol i Wasanaethau, gan gyfnewid gydag aelodau eraill y tîm pan fo angen
- Cydymffurfio â pholisïau a gweithdrefnau pob agwedd ar yr awdurdod lleol
- Monitro ac adolygu prosesau busnes yn gyson ac edrych yn rhagweithiol am ffyrdd o weithio er mwyn sicrhau bod adnoddau'n cael eu defnyddio'n effeithiol.

Disgwyliadau Cyffredinol

- Gallu delio gyda gwybodaeth sy'n gyfrinachol a/neu'n sensitif.
- Bod yn aelod o dîm a chynorthwyo cydweithwyr yn ôl y gofyn.
- Ymrwymiad i ddatblygiad personol parhaus a dilyn hyfforddiant pan fo angen.
- Ymgysylltu'n weithredol yn y broses o draws hyfforddi aelodau'r tîm.
- Ymgymryd â gwaith ar sail Gorchwyl a Gorffen yn unol â chais y Rheolwr Corfforaethol – Cymorth Corfforaethol i Wasanaethau.

Manyleb y Person

Gofynnol					
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	<p>Hanfodol 5 TGAU neu gyfatebol, gan gynnwys Saesneg a Mathemateg gradd C neu uwch</p>				
Sgiliau Ieithyddol Cymraeg	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Gwrando/Siarad: Lefel 4</td> <td rowspan="3" style="width: 40%;">Rhaid cwrdd â'r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad</td> </tr> <tr> <td>Darllen: Lefel 4</td> </tr> <tr> <td>Ysgrifennu: Lefel 4</td> </tr> </table>	Gwrando/Siarad: Lefel 4	Rhaid cwrdd â'r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad	Darllen: Lefel 4	Ysgrifennu: Lefel 4
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Darllen: Lefel 4					
Ysgrifennu: Lefel 4					
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> Y gallu i weithio'n rhwydd ar draws amryw feysydd gwasanaeth Y gallu i weithio o fewn timau aml-ddisgyblaethol Y gallu i weithio dan bwysau i gyfarfod â therfynau amser Y gallu i ddadansoddi effaith problemau a blaenoriaethu Sgiliau rhifyddol a dadansoddol da Dealltwriaeth o ddiogelwch data a sut mae hynny'n cysylltu gyda datgelu data Rhaid gallu delio gyda gwybodaeth sensitif yn broffesiynol ac yn aeddfed Gweithio gyda phob haen o staff ledled yr awdurdod. Sgiliau da o ran gofalu ar ôl cwsmeriaid; doethineb, pwyll a gallu i ddatrys gwrthdaro Hyblygrwydd o ran oriau gwaith, oherwydd gall rhai cyfarfodydd ddigwydd y tu allan i oriau craidd 				
Profiad Hanfodol	<ul style="list-style-type: none"> Ieaf 3 blynedd o brofiad o weithio o fewn lleoliad gweinyddol Profiad o gymryd cofnodion mewn cyfarfodydd Gweithio o fewn cyd-destun awdurdod lleol a dealltwriaeth o'r gwasanaethau a ddarperir gan yr awdurdod Y profiad o ddelio gyda sefydliadau allanol ac aelodau'r cyhoedd Y profiad o ddelio gydag aelodau o'r cyhoedd sydd wedi gwylltio, yn anghwrtais neu'n llawn gofid Y profiad o ddefnyddio cronfeydd data Sgiliau TG ardderchog a gwybodaeth am feddalwedd Microsoft Office. Profiad o weinyddu mewn perthynas â chyfarfodydd, gan gynnwys cymryd cofnodion 				
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	<ul style="list-style-type: none"> Cymryd Cofnodion Y Cwsmer yn Gyntaf Mae rhaglen hyfforddiant lawn yn cael ei datblygu 				

Dymunol	
Cymwysterau / Hyfforddiant	<ul style="list-style-type: none"> Profiad o weithio mewn amgylchedd sy'n canolbwyntio ar y cwsmer. Yn barod i weithio y tu allan i oriau swyddfa arferol a gweithio oriau goramser yn ôl y gofyn.

	<ul style="list-style-type: none">• Yn gallu gyrru a chyda mynediad i gar at ddibenion busnes.• Yn gallu i ymdopi o dan bwysau ac yn gallu cydbwysu blaenoriaethau a gofynion sy'n cystadlu â'i gilydd.• Profiad o weithio i Safon Sicrhau Ansawdd (ISO 9001).
Sgiliau Ymarferol / Personol	

Job Description

Post Name	Service Support Officer
Service	Democratic Services/Corporate Service Support
Grade	5
Spinal Point/s	5-6
Salary	£23,500 - £23,893 pro rata
Job Purpose	<ul style="list-style-type: none"> • To provide a comprehensive administrative service to all areas of the local authority • To provide a high quality minute taking service for both internal and external meetings.
Location	Penmorfa, Aberaeron
Hours of Work	37 hours per week
Type of Contract	Full time
Contract Duration	Fixed Term
Line Managers Job Title	Team Leader – Corporate Service Support
Supervisory/Managerial Responsibilities	None
Accountability	<p>The post holder will be required to work within defined guidelines, policies, procedures and legislation.</p> <p>The post may develop with changing working methods and to address service priorities and the duties will be subject to reasonable change.</p> <p>The Section also requires that employees work both flexibly and co-operatively to ensure that service priorities are met.</p>
Contractual Terms Associated with the Post	

Duties and Responsibilities

Service Specific Duties

- To provide a minute taking for services for a variety of internal and external meetings, to include:
 - Issuing invites
 - Attending meetings
 - Issuing minutes
 - Monitoring actions
- Preparation and distribution of documents under guidance of operational services (Reports, Bundles, Licenses, Certificates, etc.)
- Pre-checking of submitted documentation and fees, resolving issues with customers before approval by operational staff (Licenses, DBS, Planning Applications, etc.)
- Carry out Local Authority Searches in relation to Planning, Highways, Land Registry and other relevant areas.

- Sending acknowledgments and responses to incoming mail/enquiries
- Overseeing stock levels where required (stationary, leaflets, etc.)
- Providing support and correlation of information regards Complaints, FOI requests, performance data, management reporting
- To extract, analyse and present data using Microsoft Office suite.
- Preparation of official bundles for court/hearing/subject access requests
- Be responsible for the redacting of information where required under the guidance of services
- To provide support in respect of public consultations, inspections, and practice reviews
- Updating web based information via the corporate internet and intranet

General Duties

- General Office Duties (Filing, typing, photocopying, scanning, mail handling)
- Entering /Extracting information on ICT systems (WCCIS, Insight, Clic, Tascomi, etc.)
- Arranging Meetings - Internal/External (Booking rooms, sending invites, etc.)
- Provision of reception duties in customer facing office locations, including signing visitors in/out, maintaining information points.
- Maintain effective filing system (paper and electronic) including logging of paper files if being taken from locations, and archiving. This will include the lifting and carrying of stationary and archiving boxes.
- Handling incoming telephone calls including taking messages
- Processing of petty cash claims and general cash handling
- Arranging attendance at external events for staff
- Providing support to services in respect of routine daily activities
- Oversee generic email accounts on behalf of services and forward, action as required
- Oversee generic email accounts on behalf of services and forward, action as required
- To be a full member of the Corporate Service Support Team, operating inter-changeably with other team members as necessary
- To comply with the policies and procedures for all aspects of the local authority
- Constantly monitor and review business processes and proactively look at ways of working to ensure efficient use of resources

General Expectations

- Be able to deal with information that is confidential and/or sensitive.
- To be a team member and assist colleagues as required
- Commitment to continued personal development and undertaking training when required
- To actively engage in the cross training of team members
- To undertake work on a Task and Finish basis as requested by the Corporate Manager - Corporate Service Support

Job Evaluation Post Ref

JD1192 VP

Person Specification

Essential					
Academic / Professional / Technical / Vocational Qualifications	<p>Essential</p> <ul style="list-style-type: none"> 5 GCSE or equivalent, including English & Maths at grade C or above 				
Welsh Linguistic Skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%; padding: 2px;">Listening/Speaking: Level 4</td> <td rowspan="3" style="padding: 2px; vertical-align: middle;">The Welsh linguistic skills noted are to be achieved within 2 years</td> </tr> <tr> <td style="padding: 2px;">Reading: Level 4</td> </tr> <tr> <td style="padding: 2px;">Writing: Level 4</td> </tr> </table>	Listening/Speaking: Level 4	The Welsh linguistic skills noted are to be achieved within 2 years	Reading: Level 4	Writing: Level 4
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Practical and personal skills	<ul style="list-style-type: none"> Ability to work agilely across multiple service areas Ability to work within multi-disciplinary teams Ability to work under pressure to meet deadlines Ability to analyse the impact of problems and prioritise Good numeric and analytical skills Understanding of data security and how that relates to data disclosures. Must be able to handle sensitive information with professionalism and maturity To work with staff at all levels throughout the authority. Good customer care skills; diplomacy, tact and ability to resolve conflict Flexibility in terms of working hours, as some meetings may take place outside of core hours 				
Required Experience	<ul style="list-style-type: none"> Minimum 3 years' experience working within an administrative setting Experience in minuting meetings Working within a local authority setting and the understanding of the services the authority delivers Experience in dealing with external organisations and members of the public Experience in dealing with irate, discourteous or distressed members of the public Experience in the use of databases Excellent IT skills and knowledge of Microsoft Office software. Experience of meeting-related administration, including minute-taking 				
Training/education required to be undertaken for the post/worked towards	<ul style="list-style-type: none"> Minute Taking Customer First Full training program is under development 				

Desirable	
Qualifications / Training	<ul style="list-style-type: none"> Experience of working in a customer focused environment. Willing to work outside normal office hours and work overtime hours as required. Able to drive and with access to a car for business purposes. The ability to cope under pressure and be able to balance competing priorities and demands.

	<ul style="list-style-type: none">• Experience of working to a Quality Assurance Standard (ISO 9001).
Practical / Personal Skills	