

Disgrifiad Swydd

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| Teitl y Swydd | Swyddog Cymorth i Wasanaethau |
| Gwasanaeth | Gwasanaethau Democrataidd |
| Graddfa | 5 |
| Pwynt/iau Cyflog | Graddfa 5 Pwyntiau 5-6 |
| Cyflog | £23,500 - £23,893 |
| 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 | Gweithio o Adref / Penmorfa. |
| Oriau Gwaith | 37 awr |
| Math o Gytundeb | Llawn-amser |
| Hyd y Cytundeb | Cyfnod Penodedig |
| Teitl swydd y Rheolwr Llinell | Arweinydd Tîm – Cymorth Corfforaethol i Wasanaethau. |
| Cyfrifoldebau Goruchwyllo / Rheoli | Dim cyfrifoldebau goruchwyllo 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 adael a 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 ei diwallu.</p> |
| Telerau Cytundebol sy'n Gysylltiedig â'r Swydd | |

Dyletswyddau a chyfrifoldebau

Dyletswyddau Gwasanaeth Penodol

- Darparu gwasanaeth cymryd cofnodion ar gyfer amrywiaeth o gyfarfodydd mewnol ac allanol, gan gynnwys: Anfon gwahoddiadau, Mynychu cyfarfodydd, Dosbarthu cofnodion, Monitro camau gweithredu
- 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 a Chwiliadau'r Awdurdod Lleol mewn perthynas a Chynllunio, Priffyrdd, Corestra Tir a meysydd eraill perthnasol.
- Cydnabod ac ymateb i ohebiaeth/ymholiadau sydd yn dod i fewn.
- Goruchwyllo lefelau stoc lle bo angen (deunyddiau swyddfa, taflenni ayb.)

- Cynnig cefnogaeth a gwybodaeth gyfatebol mewn perthynas a chwynion, ceisiadau rhyddid gwybodaeth, data perfformiad ac adborth wrth rheolwyr.
- Echdynnu, dadansoddi a chyflwyno data, gan defnyddio cyfres o Microsoft Office.
- Paratoi bwndeli swyddogol ar gyfer ceisiadau gan lysoedd/gwrandawiaid/a cheisiadau am fynediad at ddata gan y testun.
- Bod yn gyfrifol am olygu gwybodaeth lle bo angen a hynny dan gyfarwyddyd y wasanaeth.
- 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, llungopiö, sganio, delio gyda'r post).
- Mewnbynnu/echdynnu gwybodaeth ar/oddi ar systemau TGCh (WCCIS, Insight, Clic, Tascomi, ayb.)
- Trefnu cyfarfodydd mewnol ac/neu 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 lleoliadau ac archifo. Bydd hwn yn cynnwys codi a chario bocsys o nwyddau swyddfa a bylchau archifo.
- Delio a galwadau ffon, gan gynnwys cymryd negeseuon.
- Prosesu hawliadau arian man a delio'n gyffredinol gydag arian parod.
- Trefnu presenoldeb staff mewn digwyddiadau allanol.
- Darparu cefnogaeth i'r gwasanaeth o ran gweithgareddau dyddiol, arferol.
- Goruchwylio cyfrifon e-byst generig ar rhan y gwasanaeth a'u hanfon ymlaen neu gweithredu arnynt yn ôl y gofyn.
- Bod yn aelod llawn o'r Tîm Cymorth Corfforaethol i Wasanaethau, gan gyfnewid gydag aelodau eraill y tîm pam fo angen.
- Cydymffurfio a 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 dim a chynorthwyo cydweithwyr yn ôl y gofyn.
- Ymrwymiad i ddatblygu personol parhaus a dilyn hyfforddiant pan fo angen.
- Ymgysylltu'n weithredol yn y broses o draws hyfforddi aelodau'r tîm.
- Ymgymryd a gwaith ar sail Gorchwyl a Gorffen yn unol a chais y Rheolwyr Corfforaethol – Cymorth Corfforaethol i Wasanaethau.

Manyleb Person

| Gofynnol | | |
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| Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol | 5 TGAU neu gyfatebol, han gynnwys Saesneg a Mathemateg gradd C neu uwch. | |
| Sgiliau Ieithyddol Cymraeg | Gwrando/Siarad: Lefel 4 Darllen: Lefel 4 Ysgrifennu: Lefel 4 | Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd o fewn dwy flynedd ar benodiad. |
| Sgiliau Ieithyddol Saesneg | Gwrando/Siarad: Lefel 4 Darllen: Lefel 4 Ysgrifennu: Lefel 4 | Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd o fewn dwy flynedd ar benodiad |
| 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 a therfynau amser. Y gallu i ddadansoddi effaith problemau a blaenoriaethau. 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 goflau ar ôl cwsmeriaid: doethineb, pwyll a gallu datrys gwrthdaro. Hyblygrwydd o ran oriau gwaith, oherwydd gall rhai cyfarfodydd ddigwydd tu allan 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 gydag aelodau o'r cyhoedd sydd wedu 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 a 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 | | |
| Sgiliau Ymarferol / Personol | | |

Job Description

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| Post Name | Service Support Officer |
| Service | Democratic Services |
| Grade | 5 |
| Spinal Point/s | 5-6 |
| Salary | £23,500 – £23,893 |
| 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 | Working from home / Penmorfa (Aberaeron) |
| Hours of Work | 37 hrs |
| 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 legislations.</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 service 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 | |
| <p>Service Specific Duties</p> <ul style="list-style-type: none"> To provide 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 Highways, Land Registry and other relevant service areas. Sending out acknowledgments and responses to incoming mail/enquiries. Overseeing stock levels where required (stationary, leaflets, etc.) Providing support and correlation of information regards complaints and FOI requests, performance data, management, and reporting. To extract, analyse and present data using Microsoft Office suite. Preparation of official bundles for court/hearing/subject access request. | |

- 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 and external. (Booking rooms, sending invites, etc.)
- Provision of reception duties in customer facing office locations, including signing visitors in and out, maintaining information points.
- Maintain effective filing systems (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, actions 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 time and 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

JD 1192 VP

Person Specification

| Essential | | |
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| Academic / Professional / Technical / Vocational Qualifications | 5 GCSE or equivalent, including English & Maths at grade C or above | |
| Welsh Linguistic Skills | Listening/Speaking: Level 4 Reading: Level 4 Writing: Level 4 | The Welsh linguistic skills noted must be attained within two years of appointment |
| English Linguistic Skills | Listening/Speaking: Level 4 Reading: Level 4 Writing: Level 4 | The English linguistic skills noted must be attained on appointment |
| 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 to 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 conflicts • Flexibility in terms working hours, as some meeting 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 | | |
| Practical / Personal Skills | | |