Disgrifiad Swydd

Teitl y Swydd	Cynghorydd y Ganolfan Gyswllt
Gwasanaeth	Cyswlt Cwsmeriaid
Graddfa	Graddfa 6
Pwynt/iau Cyflog	7 - 10
Cyflog	£24,294 - £25,545 y flwyddyn
Pwrpas y Swydd	Bod yn aelod o'r tîm Gwasanaethau Cwsmeriaid Corfforaethol sy'n darparu gwasanaeth cwrtais, effeithlon ac effeithiol i gwsmeriaid. Ymdrin ag ymholiadau dros y ffôn mewn canolfan gyswllt brysur, a darparu ymateb boddhaol i gwsmeriaid. Darparu gwasanaeth gwybodaeth a chyngor o ansawdd uchel i gwsmeriaid yn unol â pholisi a strategaeth y Cyngor o ran gofal cwsmeriaid. Rhaid bod deiliad y swydd yn gallu ymdrin â chleientiaid mewn ffordd ofalgar, gan ddangos empathi a chydymdeimlad a rhoi rhywfaint o wasanaeth cwnsela. Bydd angen addasu'r cymorth a ddarperir a'r atebion i broblemau yn ôl anghenion a gofynion y cwsmer.
Lleoliad	Canolfan Rheidol, Aberystwyth
Oriau Gwaith	37 awr yr wythnos, ar sail rota (dydd Llun – dydd Gwener, 8.00am tan 7.00pm, dydd Sadwrn 9.00am tan 12.30pm) I'w gadarnhau
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Goruchwylydd y Ganolfan Gyswllt
Cyfrifoldebau Goruchwylio / Rheoli	Amherthnasol
Atebolrwydd	Bydd gofyn i ddeiliad y swydd weithio yn unol â chanllawiau, polisïau, gweithdrefnau a deddfwriaeth. Gall y swydd ddatblygu wrth i'r dulliau gweithio a blaenoriaethau'r gwasanaeth newid, a gall y dyletswyddau fod yn destun newid rhesymol. Mae'r Adain hefyd yn mynnu bod gweithwyr yn barod i weithio'n hyblyg ac i gydweithredu i sicrhau bod blaenoriaethau'r gwasanaeth yn cael eu bodloni.
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	Efallai y bydd angen DBS sylfaenol.

Dyletswyddau a chyfrifoldebau

- Bod yn bwynt cyswllt cyntaf ar gyfer ymholiadau digidol ac ymholiadau dros y ffôn.
- Mynd ati i ddatrys ymholiadau cyffredinol.
- Asesu a blaenoriaethu ymholiadau a phennu ymatebion priodol.
- Bod yn ymwybodol o'r gwasanaethau eraill a all fod yn berthnasol i destun yr ymholiad a chynnig gwybodaeth neu wasanaethau ychwanegol os yw'n berthnasol.
- Derbyn taliadau mewn perthynas ag arian sy'n ddyledus i'r Cyngor, a bod yn gyfrifol amdanynt, drwy ymholiadau dros y ffôn.
- Meddu ar wybodaeth drylwyr am wasanaethau'r Cyngor.

• Sicrhau ei fod yn meddu ar wybodaeth gyfoes am y ‘cynhyrchion’ a ddarperir drwy’r Ganolfan Gyswllt. • Sicrhau bod pob agwedd ar y gwasanaeth yn cael ei gyflawni yn unol â deddfwriaeth gwasanaeth a chorfforaethol, rheoliadau, ac arferion gorau cydnabyddedig, a chyflawni’r targedau perfformio penodedig. • Cynnal perthynas waith dda gyda chydweithwyr ac is-adrannau eraill y Cyngor a sefydliadau allanol ar unrhyw fater sy’n ymwneud â gwasanaeth cwsmeriaid. • Helpu i fonitro’r rhyngweithio â’r cwsmeriaid ac adborth uniongyrchol y cwsmeriaid ar safonau’r gwasanaeth a ddarperir gan yr adain. • Helpu i ddefnyddio systemau cyfrifiadurol y gwasanaeth yn effeithlon. • Cofnodi manylion perthnasol ymholiadau yn gywir yn y System Rheoli Cofnodion Corfforaethol, a thynnu gwybodaeth ohoni, i helpu i fonitro gwybodaeth reoli. • Ymdrin â chwsmeriaid anodd, datrys cwynion gan gwsmeriaid, a chyd-drafod â gwasanaethau eraill i ymateb i ddiffygion a chwynion yn effeithiol. • Cymryd rhan mewn cyfarfodydd tîm a chyfrannu atynt. • Cymryd rhan mewn hyfforddiant ar gyfer tasgau’r Ganolfan Gyswllt a chyrsiau hyfforddi sy’n berthnasol i’r Ganolfan Gyswllt. • Bod yn hyblyg o ran oriau gwaith, yn unol â’r rota, i ddiwallu anghenion y gwasanaeth • Bod yn llysgennad dros y Gwasanaethau Cwsmeriaid, a Chyngor Ceredigion, bob amser drwy hwyluso cyfathrebu a/neu gyd-drafod â staff adrannau gwasanaeth, uwch-reolwyr, Aelodau lleol, aelodau o’r cyhoedd, ac asiantaethau eraill.	
Cyfeirnod at Ddibenion Gwerthuso Swyddi	JD 868

Manyleb Person

<table>
<tr><th colspan="3">Gofynnol</th></tr>
<tr><td>Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol</td><td colspan="2">5 TGAU neu gymhwyster cyfatebol, gan gynnwys Saesneg a Mathemateg gradd C neu uwch</td></tr>
<tr><td>Sgiliau Ieithyddol Cymraeg</td><td>Gwrando/Siarad: Lefel 4
Darllen: Lefel 4
Ysgrifennu: Lefel 4</td><td>Rhaid cwrdd a’r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad</td></tr>
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Ysgrifennu: Lefel 4</td><td>Rhaid cwrdd a’r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad</td></tr>
<tr><td>Sgiliau Ymarferol / Personol</td><td colspan="2">Canolbwyntio ar gwsmeriaid
Hunangymhelliad
Agwedd hyblyg ac arloesol tuag at waith
Ymrwymiad i gyfle cyfartal a chynhwysiant cymdeithasol
Ymrwymiad i gael hyfforddiant, i ddysgu ac i ddatblygu
Cymeriad cyfeillgar a chwrtais
Parodrwydd i ddysgu am wasanaethau cwsmeriaid ym mhob rhan o’r awdurdod
Sgiliau mewnbynnu data a bysellfwrdd da</td></tr>
<tr><td>Profiad Hanfodol</td><td colspan="2">Ymwybyddiaeth dda o gwsmeriaid
Profiad o ymdrin â chwsmeriaid anodd
Profiad o weithio mewn Canolfan Gyswllt</td></tr>
<tr><td>Hyfforddiant/addysg y mae’n ofynnol eu cyflawni/mynd ati i’w cyflawni ar gyfer y swydd</td><td colspan="2">Hyfforddiant ymwybyddiaeth o dwyll
Gwybodaeth am wasanaethau’r Cyngor e.e. sbwriel, pasiau bws, budd-dal tai a’r dreth gyngor, symud anifeiliaid, DBS, prydau ysgol am ddim, trwyddedu ac ati.</td></tr>
<tr><th colspan="3">Dymunol</th></tr>
<tr><td>Cymwysterau / Hyfforddiant</td><td colspan="2">NVQ Lefel 3 mewn Gwasanaethau Cwsmeriaid
Sgiliau cyfrifiadurol helaeth gan gynnwys Office ac Excel a phecyn Microsoft Office OCR/RSA Lefel II Teipio/Prosesu Geiriau neu Drwydded Yrru Gyfrifiadurol Ewrop</td></tr>
<tr><td>Sgiliau Ymarferol / Personol</td><td colspan="2"></td></tr>
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Job Description

Post Name	Contact Centre Advisor
Service	Customer Contact
Grade	Grade 6
Spinal Point/s	7-10
Salary	£24,294 - £25,545 per annum
Job Purpose	To be a member of the Corporate Customer Services team who provide a courteous, efficient and effective service to customers. To deal with all telephone enquiries within a high volume contact centre and provide a satisfactory response to customers. To provide a high quality information and advice service to customers in accordance with Council policy and strategy relating to customer care. The post holder must deal with clients in a caring manner, displaying empathy and compassion and provide a degree of counselling. Support and solutions to problems need to be adapted to suit the individual customer's requirements and needs.
Location	Canolfan Rheidol, Aberystwyth
Hours of Work	37 hours per week, rota based (Monday – Friday, 8.00am to 7.00pm, Saturday 9.00am to 12.30pm) TBC
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Contact Centre Supervisor
Supervisory/Managerial Responsibilities	Not Applicable
Accountability	The post holder will be required to work within defined guidelines, policies, procedures and legislation. The post may develop with changing working methods and to address service priorities and the duties will be subject to reasonable change. The Section also requires that employees work both flexibly and co-operatively to ensure that service priorities are met
Contractual Terms Associated with the Post	Basic DBS may be required.

Duties and Responsibilities

- To be the first point of contact for telephone and digital enquiries.
- To actively resolve general enquiries.
- To assess and prioritise enquiries and identify appropriate responses.
- To be aware of other services which may be associated with the enquiry subject and offer additional information or services as relevant.
- To receive and be responsible for payments made in respect of money owing to the Council via telephone enquires
- To have a thorough knowledge of Council Services.
- To maintain an up to date working knowledge of the 'products' delivered through the contact centre.

• To ensure that all aspects of the service are carried out in accordance with current corporate and service legislation, regulations, recognised best practice and to achieve specified performance targets. • To maintain good working relationships with other colleagues and divisions of the Council and outside organisations, on all matters that relate to customer service. • To assist in monitoring customer interactions and direct customer feedback on the standards of service delivered by the Section. • To assist in the efficient use of computer systems for the service • To accurately extract and record relevant details of enquiries to the Corporate Records Management System (CRM) to aid the monitoring of management information. • To deal with difficult customer issues, resolving complaints from customers and liaising with other service areas to respond to service failures and complaints effectively • To actively participate in and contribute towards Team Meeting • To actively engage in the cross training of contact centre tasks and training courses relating to the contact centre • To be flexible in terms of working hours as allocated via a rota basis to cover service requirements • At all times be an ambassador for Customer Services, and Ceredigion Council, by assisting communications and/or liaison with staff in service departments, senior management, Local Members, members of the public and other agencies	
Job Evaluation Post Ref	JD 868

Person Specification

Essential		
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 are required on appointment
English Linguistic Skills	Listening/Speaking: **Level 4** Reading: **Level 4** Writing **Level 4**	The English linguistic skills noted are required on appointment
Practical and personal skills	• Customer focussed • Self-motivated • Innovative & flexible approach to work • Committed to equality of opportunity and social inclusion • Committed to the training, learning and development of self • Polite & friendly disposition • Willingness to learn about customer services throughout the authority • Good data entry and keyboard skills	
Required Experience	• Good customer awareness • Experience of dealing with difficult customers • Experience of working within a Contact Centre	
Training/education required to be undertaken for the post/worked towards	• Fraud Awareness Training • Knowledge of council services e.g. Refuse, Bus Passes, Housing Benefit and Council Tax, Animal Movement, DBS, Free school meals, Licensing etc	
Desirable		
Qualifications / Training	• Customer Services NVQ Level 3 • Extensive computing skills to include Office and Excel and the Microsoft office suite • OCR/RSA Level II Typing/Word Processing or European Computer Driving License	
Practical / Personal Skills		