

Disgrifiad Swydd

Teitl y Swydd	Swyddog Datrysiadau Digidol
Gwasanaeth	Cyswlt Cwsmeriaid, TGCh a Digidol
Graddfa	10
Pwynt/iau Cyflog	28-30
Cyflog	£37,938 - £39,513
Pwrpas y Swydd	<p>Mae'r tîm Technoleg Gwybodaeth a Chyfathrebu yn gyfrifol am ddefnyddio technoleg ledled y Sefydliad yn effeithiol. Fel rhan o hyn, mae'n goruchwyllo gweithredu portffolio o newidion technoleg strategol ac weithredol ledled pob adran.</p> <p>Bydd y Swyddog Datrysiadau Digidol yn gweithio gyda Rheolwyr TGCh, Rheolwyr Prosiectau, Rheolwyr Gwasanaeth a chynrychiolwyr adran ac ar draws yr Awdurdod i:</p> <ul style="list-style-type: none"> • Cadw, cefnogi a gwella systemau a phrosesau busnes yn dorianne, gwella effeithlonrwydd a gwasanaethu dinasyddion yn well. • Adolygu ceisiadau am newid, datganiadau problem a, gan ddefnyddio gwybodaeth am brosesau, setiau data, profiad defnyddiwr, pensaernïaeth systemau, seilwaith TG a chyflenwyr, cynorthwyo'r Gwasanaeth i gyflwyno'r datrysiadau mwyaf effeithiol sy'n cefnogi eu strategaeth fusnes a hynny'r Awdurdod fel cyfan. • Ymchwilio i brosesau busnes ac eu dadansoddi, gan gyflwyno datrysiadau addas i anghenion newid busnes. • Adnabod datrysiadau newydd i wella effeithlonrwydd, cynhyrchiant, risg, cost/bennaf a chanlyniadau gwasanaeth. • Gweithio gyda Rheolwyr Prosiectau, mapio a chyflwyno pob dull adnewyddu i sicrhau cymeradwyaeth rhanddeiliaid; dadansoddi cynnig sy'n anodd ei gynnal, na ellir ei ailadrodd neu sy'n dadleoli buddsoddiad o amcanion tymor hir yr Awdurdod. • Defnyddio egwyddorion Agile i ddylunio, cytuno a rhoi datrysiadau drosiannol ar waith; gan gynnwys defnyddio technoleg newydd i fodloni anghenion defnyddwyr penodol. • Rhagfynegi a dadansoddi risgiau datrysiadau a chynnig camau lliniaru. <p>Bydd y person yn y rôl hon hefyd yn dylanwadu ar fodlonrwydd cwsmeriaid mewnol drwy gysylltiadau busnes allweddol a chefnogi cyflwyno llwyddiannus prosiectau, ar amser ac o fewn cyllideb.</p>
Lleoliad Gwaith Cytundebol	Canolfan Rheidol, Aberystwyth
Oriau Gwaith	37 awr yr wythnos
Math o Gytundeb	Llawm-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Rheolwr Prosiect TGCh a Chymorth Cymwysiadau.
Cyfrifoldebau Goruchwyllo / Rheoli	Cyfrifoldeb dros oruchwyliaeth hyd at 3 o staff.
Atebolrwydd	Cyfrifoldeb dros y canlynol:

	<ul style="list-style-type: none"> • Cyfarpar Cyfrifiadurol Personol (e.e. Laptomau, PC, Ffôn Symudol, Tabledi) a phob offer prawf/evaluatio. • Pob symudiad o offer neu stoc cyfrifiadurol rhwng swyddfeydd fel y bo angen. <p>Systemau data:</p> <ul style="list-style-type: none"> • Cynnal cyfrinachedd ar gael ac uniondeb holl systemau'r Cyngor. <p>Amgylchedd Gwaith:</p> <ul style="list-style-type: none"> • Weithiau, efallai y bydd y rôl yn gofyn am weithio ar ei phen ei hun
--	---

Telerau Cytundebol sy'n Gysylltiedig â'r Swydd

Dyletswyddau a chyfrifoldebau

Yn dibynnu ar natur y prosiectau sy'n cael eu cymryd, gall y gweithgareddau hyn gynnwys:

Cymorth a Dadansoddi Datrysiadau

- Cefnogi a chynnal amrywiaeth o gymwysiadau busnes drwy eu cylch oes o gynllunio i ddisodli.
- Cefnogi'r gwaith digidol diogel a diogel drwy gymhwyso'r arfer gorau mewn diogelwch seiber a diogelu data.
- Cymhwyso a monitro defnydd yr offer, dulliau a safonau dadansoddi a modelu sydd eu hangen, gan roi ystyriaeth benodol i safbwyntiau busnes.
- Dadansoddi arferion busnes presennol a gweithdrefnau gweithredol i bennu datrysiadau newydd, arloesol sy'n rhoi gwerth ychwanegol i'r Awdurdod.
- Deall profiad y defnyddiwr a llwybrau gwasanaeth cwsmeriaid gan sicrhau bod hyn yn dylanwadu ar ddylunio gwasanaeth/digidol.
- Mapio a chraffu ar brosesau busnes, systemau a gwasanaethau i sicrhau gweithredu llwyddiannus y newidiadau busnes gofynnol a chyflwyno canlyniadau/vlerth a gytunwyd
- Dehongli setiau data a chael casgliadau cadarn o'r dadansoddiad.
- Diffinio gofynion sgiliau ar gyfer adnoddau mewnol ac allanol (staff a thechnoleg); ymchwilio i ddatrysiadau meddalwedd posibl sy'n cynyddu effeithlonrwydd gwaith a chynhyrchiant
- Cynorthwyo, dadansoddi a chynnwys awgrymiadau defnyddwyr yn datrysiadau prosiect.

Rheolaeth Prosiect

- Cefnogi cynllunio, rheoli, trefnu a monitro pob cam o'r prosiect mewn ymgynghoriad â'r Bwrdd Prosiect, Rheolwyr Prosiectau, Rheolwyr Gwasanaeth a chyflenwyr systemau allanol.
- Gweithio gyda chyflenwyr systemau allanol, y tîm TGCh ehangach, timau Gwasanaethau Cwsmeriaid presennol a phob tîm prosiect cyflwyno gwasanaeth i gyflawni'r dyddiadau targed a bennwyd yn y Cynllun Gweithredu.
- Rhagfynegi, adnabod, goresgyn neu esgyn risgiau, materion a dibyniaethau yn cefnogi'r Rheolwr Prosiect cyn ac yn ystod gweithredu'r prosiect i hwyluso trosglwyddiad llyfn i'r gwasanaethau newydd.
- Cefnogi cynhyrchu adroddiadau rheolaidd i'r Bwrdd Prosiect a fforwmau rheolaeth eraill.
- Sefydlu gweithdrefnau data ansawdd a ddogfennwyd, hyfforddiant systemau a chanllawiau corfforaethol.
- Sicrhau bod yr holl ddata'n cael ei chadw yn ddiogel gan roi gofal priodol i Ddeddf Diogelu Data a'r arfer gorau mewn rhwystro twyll.

Awtori Gwybodaeth

- Trefnu cynhyrchu a dosbarthu dogfennau a gymeradwywyd, hyfforddiant neu ddogfennau cymorth.
- Dylunio cynnwys a phresenoldeb cyflwyniadau gwybodaeth cymhleth (e.e. ffurflenni, tudalennau gwe) mewn cydweithrediad â chwsmeriaid/defnyddwyr.
- Creu a phrofi cyflwyniadau cymhleth, wedi'u dylunio'n dda gyda chynnwys a threfniant penodol.

Cysylltiadau

- Cynnal perthynas waith agos ag unrhyw ardal gwasanaeth, gan sicrhau bod defnyddwyr yn cael gwybodaeth lawn; trefnu hyfforddiant fel y bo'n briodol a chynnal gweithdrefnau sydd eu hangen i gefnogi unrhyw systemau neu newidion.
- Dyletswyddau Eraill - nid yw'r dyletswyddau a amlinellwyd yn rhestr fanwl ac fe fyddant yn cynnwys unrhyw gyfrifoldebau eraill ar lefel briodol i'r swydd a mewn ymateb i newid/adlewyrchiad sefydliadol a chynorthwyo hyblygrwydd.

Cyfeirnod at Ddibenion Gwerthuso
Swyddi

JD1432

Manyleb Person

Gofynnol

<p>Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol</p>	<ul style="list-style-type: none"> • Wedi'i addysgu i lefel Gradd mewn TGCh a/neu ddisgyblaeth gysylltiedig â Rheoli Prosesau Busnes. • NVQ lefel 4 mewn Astudiaethau Busnes neu brofiad cyfatebol y gellir ei ddangos. • Cwrdd â'r gofynion ar gyfer CITP (Cymrawd Siartredig TGCh), h.y. Gweithredu ar Lefel 5 SFIA. • Cymhwyster PRINCE 2 neu brofiad cyfatebol y gellir ei ddangos. • Perchennog Cynnyrch Ystwyth (Agile Product Owner). • Meistr Scrum Ystwyth (Agile Scrum Master). • Gwregys gwyrdd neu uwch mewn LEAN Six Sigma. • Cymhwyster ail-beiriannu Prosesau Busnes (Tystysgrif BPM). 	
<p>Sgiliau Ieithyddol Cymraeg</p>	<p>Gwrando/Siarad: Lefel 4 Darllen: Lefel 2 Ysgrifennu: Lefel 2</p>	<p>Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd o fewn dwy flynedd i benodiad</p>
<p>Sgiliau Ieithyddol Saesneg</p>	<p>Gwrando/Siarad: Lefel 5 Darllen: Lefel 5 Ysgrifennu: Lefel 5</p>	<p>Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad.</p>
<p>Sgiliau Ymarferol / Personol</p>	<p>Rheoli Prosiectau Aml-ddisgyblaeth / Prosesau Busnes / Sgiliau Technegol TGCh. Yn cynnwys ymwybyddiaeth o:</p> <ul style="list-style-type: none"> • Atebion busnes technegol TGCh <ul style="list-style-type: none"> ○ Dulliau sgrïptio ○ Dylunio gwefan ○ Technolegau Cwmwl ○ Cysyniadau dylunio cronfa ddata a SQL ○ MS Office 365 / SharePoint a thechnolegau Cydweithio ○ Cysyniadau datblygu meddalwedd ○ Dylunio adroddiadau a thechnolegau ○ Gwasanaethau gwe • Dylunio UX ac UI • Profi • Rheoli newid • Profiad o feddalwedd mapio prosesau • Y gallu i weld y darlun cyfan wrth nodi rhyngddibyniaethau gyda sgiliau rhyngberonol cryf a sgiliau negodi, tact a disgresiwn ynghyd â'r gallu i weithio gyda phob lefel yn ac y tu allan i'r sefydliad. • Adeiladu perthnasoedd effeithiol a chefnogi cydlynu a chydweithio mwy rhwng adrannau'r Awdurdod a TGCh. • Cefnogi meddylfryd dewr sy'n canolbwyntio ar gleientiaid ym mhob ateb. • Sgiliau trefnu ac amseru rhagorol; yn gallu gweithio o fewn terfynau amser caeth. 	

	<ul style="list-style-type: none"> • Canolbwyntio ar ganlyniadau a hunangymhelliant gydag egni uchel a'r gallu i weithio o dan bwysau o derfynau amser caeth mewn amgylchedd deinamig. • Y gallu i Ymgysylltu, Cydweithredu, Arwain a Rheoli o dan eich cyfeiriad eich hun. • Sgiliau cyfathrebu ysgrifenedig a llafar rhagorol. • Trwydded yrru ddilys bresennol ynghyd â'r defnydd o gerbyd ar bob adeg.
Profiad Hanfodol	<ul style="list-style-type: none"> • Lleiafswm o 5 mlynedd o brofiad o fewn rôl Dadansoddwr TGCh / Busnes, Rheolwr Prosiect neu ymgynghorydd cysylltiedig. • Dangos o leiaf 2 flynedd o waith o fewn prosiectau ail-beiriannu prosesau busnes. • Lleiafswm o 2 flynedd o brofiad o ddadansoddi ac ail-ddylunio prosesau busnes o fewn amgylchedd corfforaethol aml-adrannol. • Profiad y gellir ei ddangos o weithio mewn rolau sy'n cysylltu datblygiad meddalwedd a gofynion busnes. • Hanes llwyddiannus o gyflwyno gwelliannau effeithlonrwydd, cynhyrchiant a rheoli risg trwy raglenni newid.
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	N/A
Dymunol	
Cymwysterau / Hyfforddiant	Cymhwyster Sylfaenol ITIL.
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> • Profiad a brofwyd o weithredu systemau TGCh a phrosesau busnes. • Dealltwriaeth dda o gydymffurfiaeth a lleihau risg/rheolaeth. • Dealltwriaeth dda o'r materion technegol a gweithredol sy'n ymwneud â darparu gwasanaethau o fewn Awdurdod Lleol. • Dealltwriaeth dda o ddarparu gwasanaethau cwsmeriaid o fewn awdurdod unedol yng Nghymru.

Job Description

Post Name	Digital Solutions Officer
Service	Customer Contact, ICT & Digital
Grade	10
Spinal Point/s	28-30
Salary	£37,938 - £39,513
Job Purpose	<p>The Information & Communications Technology team is responsible for the effective use of our Authority-wide technology. As part of this it oversees the execution of a portfolio of strategic and operational technology changes across all departments.</p> <p>The Digital Solutions Officer will work with ICT Managers, Project Managers, Service management & department representatives & across the whole Authority to:</p> <ul style="list-style-type: none"> • Maintain, support and iteratively improve business systems and processes, improve efficiencies and better serve citizens. • Review change requests, problem statements and, using knowledge of processes, data sets, user experience, systems architecture, IT infrastructure and suppliers, assist the Service to deploy the most effective solutions that support both their business strategy that of the Authority as whole. • Investigate and analyse business processes, presenting suitable solutions to Business change needs. • Identify new solutions to improve efficiency, productivity, risk exposure, cost/benefit and service outcomes. • Working with PMs, map and present all re-design approaches to secure stakeholder approval; critiquing propositions that are unsustainable, non-repeatable or that divert investment from long term Authority goals • Use Agile principles to design, agree and rollout iterative solutions; including the use of new technology to meet specified user needs. • Anticipate & analyse solution risks and propose mitigating actions <p>The role holder will also influence internal customer satisfaction via key business relationships & supporting successful project delivery, on time and within budget.</p>
Contractual Work Location/Base	Canolfan Rheidol, Aberystwyth
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	ICT Project and Application Support Manager.
Supervisory/Managerial Responsibilities	Responsible for supervision of up to 3 staff
Accountability	<p>Responsibility for the following resources:</p> <ul style="list-style-type: none"> • Personal Computing Equipment (e.g. Laptops, PC, Mobile Phone, Tablet) and any test / evaluation equipment.

	<ul style="list-style-type: none"> Any movement of equipment or computing stock between offices as required. <p>Data systems:</p> <ul style="list-style-type: none"> Maintain confidentiality availability and integrity of all Council systems. <p>Working Environment: The role may occasionally require lone-working</p>
--	---

Contractual Terms Associated with the Post

Duties and Responsibilities

Dependent on the nature of the projects being undertaken, these activities could include:

Digital Solutions Support and Analysis

- Supporting and maintaining a range of business applications through their lifecycle from planning to replacing.
- Supporting the safe and secure digital working applying cyber security and data protection best practice.
- Applying and monitoring the use of required modelling and analysis tools, methods and standards, giving special consideration to business perspectives.
- Analysing current business practices and operational procedures to determine new, innovative solutions that provide added value for the Authority.
- Understanding User experience & client service journeys ensuring this informs service/digital design thinking.
- Mapping and interrogating business processes, systems and services to effect successful implementation of the required business changes and the delivery of agreed outcomes/value.
- Interpreting data sets and drawing sound conclusions from analysis.
- Defining skill requirements for internal and external resources (both staffing and technology); researching possible software solutions that increase work efficiency & productivity
- Facilitating, analysing & incorporating user suggestions into project solutions.

Project Governance

- Supporting the planning, management, organisation and monitoring of all phases of the project in consultation with the project Board, Project Managers, Service Managers and external system providers
- To work together with the external system supplier's, wider ICT Team, existing Customer Services teams and all other service delivery project teams to achieve the target dates set out in the Implementation Plan
- Anticipating, identifying, overcoming or escalating risks, issues and dependencies in support of the Project Manager, prior to and throughout the project implementation to ease a smooth transition to the new services.
- Supporting the production of regular reports to the Project Board and other governance forums
- Establishing documented quality data procedures, systems training and corporate guidance.
- To ensure all data is securely maintained having due regard to the Data Protection Act and best practice in anti-fraud precautions

Information Authoring

- Organising the production and distribution of approved documentation, training or support documentation.
- Designing the content and appearance of complex information deliverables (e.g. forms, web pages) in collaboration with clients/users.
- Creating and testing complex, well-engineered deliverables with specified content and layout.

Relationships

- Maintaining a close working relationship with all service areas, ensuring users are kept fully informed; arranging training as appropriate and maintaining procedures required to support any systems or changes.
- Other Duties - the duties outlined are not an exhaustive list and will comprise any other responsibilities at a level appropriate to the post and in response to organisational change / review and to assist flexibility.

Job Evaluation Post Ref

JD1432

Person Specification

Essential

<p>Academic / Professional / Technical / Vocational Qualifications</p>	<ul style="list-style-type: none"> • Educated to Degree level in ICT and/or Business Process Management related discipline • NVQ level 4 in Business studies or equivalent demonstrable experience • Meet the Requirements for CITP (Chartered IT Professional), i.e. Operating at SFIA Level 5. • PRINCE 2 Qualification or equivalent demonstrable experience. • Agile Product Owner • Agile Scrum Master • Green belt or higher in LEAN Six Sigma • Business Process re-engineering qualification (BPM Certification) 	
<p>Welsh Linguistic Skills</p>	<p>Listening/Speaking: Level 4 Reading: Level 2 Writing Level 2</p>	<p>The Welsh linguistic skills noted must be attained within two years of appointment.</p>
<p>English Linguistic Skills</p>	<p>Listening/Speaking: Level 5 Reading: Level 5 Writing Level 5</p>	<p>The English linguistic skills noted are required on appointment</p>
<p>Practical and personal skills</p>	<ul style="list-style-type: none"> • Multi-discipline Project Management / Business Process / IT Technical Skills. Including awareness of: • Technical IT business solutions <ul style="list-style-type: none"> ○ Scripting methods ○ Web design ○ Cloud Technologies ○ SQL and database design concepts ○ MS Office 365 / SharePoint and Collaboration technologies ○ Software development concepts ○ Reporting design and technologies ○ Webservices • UX and UI design • Testing • Change management • Process Mapping software experience • Ability to see the big picture in identifying interdependencies with strong interpersonal & negotiation skills, tact & discretion plus the abilities to work with all levels in & outside the organisation • Build effective relationships and support greater alignment & collaboration between Authority departments and ICT • Support brave, client-focused thinking in all solutions • Outstanding time management & organisational skills; able to work within strict deadlines. 	

	<ul style="list-style-type: none"> • Results oriented & self-motivated with a high energy level and ability to work under pressure of aggressive deadlines in a dynamic environment • Ability to Engage, Collaborate, Lead and Manage under own direction. • Excellent written and verbal communication skills. • Current valid driving license plus the use of a vehicle required at all times.
Required Experience	<ul style="list-style-type: none"> • Minimum of 5 years' experience within an IT/Business Analyst, PM or related Consultant Role. • Demonstrate at least 2 years working with within Business Process re-engineering projects. • A minimum of 2 years' experience of analysing and re-designing business process within a multi-division corporate environment. • Demonstrable experience working in roles that link software development and business requirements. • A proven track record in delivering efficiency, productivity and risk management improvements via change programmes
Training/education required to be undertaken for the post/worked towards	N/A
Desirable	
Qualifications / Training	<ul style="list-style-type: none"> • ITIL Foundation Qualification.
Practical / Personal Skills	<ul style="list-style-type: none"> • Proven experience in the implementation of ICT systems and business processes. • A good appreciation of compliance and control/risk minimisation. • A good understanding of the technical and operational issues involved in delivery services within a Local Authority • A good understanding of customer service delivery in a Welsh Unitary authority