

## Disgrifiad Swydd

Teitl y Swydd	Cynghorydd y Ganolfan Gyswllt
Gwasanaeth	Cyswllt Cwsmeriaid
Graddfa	Graddfa 6
Pwynt/iau Cyflog	7 - 10
Cyflog	£25,584 - £26,835 y flwyddyn
Pwrpas y Swydd	<p>Bod yn aelod o'r tîm Gwasanaethau Cwsmeriaid Corfforaethol sy'n darparu gwasanaeth cwrtais, effeithlon ac effeithiol i gwsmeriaid.</p> <p>Ymdrin ag ymholiadau dros y ffôn mewn canolfan gyswllt brysur, a darparu ymateb boddhaol i gwsmeriaid.</p> <p>Darparu gwasanaeth gwybodaeth a chyngor o ansawdd uchel i gwsmeriaid yn unol â pholisi a strategaeth y Cyngor o ran gofal cwsmeriaid.</p> <p>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.</p>
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) l'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	<p>Bydd gofyn i ddeiliad y swydd weithio yn unol â chanllawiau, polisïau, gweithdrefnau a deddfwriaeth.</p> <p>Gall y swydd ddatblygu wrth i'r dulliau gweithio a blaenoriaethau'r gwasanaeth newid, a gall y dyletswyddau fod yn destun newid rhesymol.</p> <p>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.</p>
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	Efallai y bydd angen DBS sylfaenol.
Dyletswyddau a chyfrifoldebau	
<ul style="list-style-type: none"> <li>• Bod yn bwynt cyswllt cyntaf ar gyfer ymholiadau digidol ac ymholiadau dros y ffôn.</li> <li>• Mynd ati i ddatrys ymholiadau cyffredinol.</li> <li>• Asesu a blaenoriaethu ymholiadau a phennu ymatebion priodol.</li> <li>• 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.</li> </ul>	

- 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 chysiau 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.

## Manyleb Person

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	<ul style="list-style-type: none"> <li>5 TGAU neu gymhwyster cyfatebol, gan gynnwys Saesneg a Mathemateg gradd C neu uwch</li> </ul>	
Sgiliau Ieithyddol Cymraeg	Gwranddo/Siarad: <b>Lefel 4</b> Darllen: <b>Lefel 4</b> Ysgrifennu: <b>Lefel 4</b>	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad
Sgiliau Ieithyddol Saesneg	Gwranddo/Siarad: <b>Lefel 4</b> Darllen: <b>Lefel 4</b> Ysgrifennu: <b>Lefel 4</b>	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> <li>Canolbwyntio ar gwsmeriaid</li> <li>Hunangymhelliad</li> <li>Agwedd hyblyg ac arloesol tuag at waith</li> <li>Ymrwymiad i gyfle cyfartal a chynhwysiant cymdeithasol</li> <li>Ymrwymiad i gael hyfforddiant, i ddysgu ac i ddatblygu</li> <li>Cymeriad cyfeillgar a chwrtais</li> <li>Parodrwydd i ddysgu am wasanaethau cwsmeriaid ym mhob rhan o'r awdurdod</li> <li>Sgiliau mewnbynnu data a bysellfwrdd da</li> </ul>	
Profiad Hanfodol	<ul style="list-style-type: none"> <li>Ymwybyddiaeth dda o gwsmeriaid</li> <li>Profiad o ymdrin â chwsmeriaid anodd</li> <li>Profiad o weithio mewn Canolfan Gyswilt</li> </ul>	
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	<ul style="list-style-type: none"> <li>Hyfforddiant ymwybyddiaeth o dwyll</li> <li>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.</li> </ul>	
Dymunol		
Cymwysterau / Hyfforddiant	<ul style="list-style-type: none"> <li>NVQ Lefel 3 mewn Gwasanaethau Cwsmeriaid</li> <li>Sgiliau cyfrifiadurol helaeth gan gynnwys Office ac Excel a phhecyn Microsoft Office</li> <li>OCR/RSA Lefel II Teipio/Prosesu Geiriau neu Drwydded Yrru Gyfrifiadurol Ewrop</li> </ul>	
Sgiliau Ymarferol / Personol		

## Job Description

Post Name	Contact Centre Advisor
Service	Customer Contact
Grade	Grade 6
Spinal Point/s	7 - 10
Salary	£25,584 - £26,835 per annum
Job Purpose	<p>To be a member of the Corporate Customer Services team who provide a courteous, efficient and effective service to customers.</p> <p>To deal with all telephone enquiries within a high volume contact centre and provide a satisfactory response to customers.</p> <p>To provide a high quality information and advice service to customers in accordance with Council policy and strategy relating to customer care.</p> <p>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.</p>
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	<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	Basic DBS may be required.
<b>Duties and Responsibilities</b>	
<ul style="list-style-type: none"> <li>• To be the first point of contact for telephone and digital enquiries.</li> <li>• To actively resolve general enquiries.</li> <li>• To assess and prioritise enquiries and identify appropriate responses.</li> <li>• To be aware of other services which may be associated with the enquiry subject and offer additional information or services as relevant.</li> <li>• To receive and be responsible for payments made in respect of money owing to the Council via telephone enquires</li> </ul>	

- 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	<ul style="list-style-type: none"> <li>5 GCSE or equivalent, including English &amp; Maths at grade C or above</li> </ul>	
Welsh Linguistic Skills	Listening/Speaking: <b>Level 4</b> Reading: <b>Level 4</b> Writing <b>Level 4</b>	The Welsh linguistic skills noted are required on appointment
English Linguistic Skills	Listening/Speaking: <b>Level 4</b> Reading: <b>Level 4</b> Writing <b>Level 4</b>	The English linguistic skills noted are required on appointment
Practical and personal skills	<ul style="list-style-type: none"> <li>Customer focussed</li> <li>Self-motivated</li> <li>Innovative &amp; flexible approach to work</li> <li>Committed to equality of opportunity and social inclusion</li> <li>Committed to the training, learning and development of self</li> <li>Polite &amp; friendly disposition</li> <li>Willingness to learn about customer services throughout the authority</li> <li>Good data entry and keyboard skills</li> </ul>	
Required Experience	<ul style="list-style-type: none"> <li>Good customer awareness</li> <li>Experience of dealing with difficult customers</li> <li>Experience of working within a Contact Centre</li> </ul>	
Training/education required to be undertaken for the post/worked towards	<ul style="list-style-type: none"> <li>Fraud Awareness Training</li> <li>Knowledge of council services e.g. Refuse, Bus Passes, Housing Benefit and Council Tax, Animal Movement, DBS, Free school meals, Licensing etc</li> </ul>	
Desirable		
Qualifications / Training	<ul style="list-style-type: none"> <li>Customer Services NVQ Level 3</li> <li>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</li> </ul>	
Practical / Personal Skills		