

Disgrifiad Swydd

Teitl y Swydd	Derbynnydd
Gwasanaeth	Porth Cymorth Cynnar
Graddfa	Graddfa 4
Pwynt/iau Cyflog	4
Cyflog	£24,404
Pwrpas y Swydd	<ul style="list-style-type: none"> • Bydd y Derbynnydd yn gyfrifol am roi profiad cadarnhaol i bob dinesydd sy'n ymweld â chyfleuster gwasanaeth Canolfan Lles neu gyfleusterau cyswllt dros y ffôn neu'n ddigidol trwy sicrhau gwasanaeth croesawgar, effeithlon ac effeithiol gyda'r nod cyffredinol o gyfrannu at wella iechyd a lles dinasyddion Ceredigion. • Delio ag ymholiadau gan ddinasyddion a rhoi lefel uchel o fodlonrwydd i gleientiaid wrth ddatrys yr ymholiad yn foddhaol ac yn amserol. • Cynorthwyo'r Cynorthwydd Cymorth Marchnata ac Aelodaethau i wneud defnydd cyson o System Rheoli Hamdden y gwasanaeth yn ei holl gyfleusterau a gwneud y defnydd gorau ohono fel arf gwerthu • Gweinyddu systemau ariannol effeithiol ar gyfer cynllun yr aelodaeth gan gynnwys taliadau debyd uniongyrchol ac anfonebu grwpiau defnyddwyr cyfleusterau.
Lleoliad	Canolfan Lles, Llambod
Oriau Gwaith	37 awr
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Rheolwr Tim Hwb Lles (Canolbarth & De)
Cyfrifoldebau Goruchwylio / Rheoli	Dim
Atebolrwydd	
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	<p>Gwaith gyda'r nos ac ar benwythnosau ar rota</p> <p>Mae diogelu ac amddiffyn plant yn flaenoriaethau allweddol i ni. Ein nod yw cefnogi plant a phobl ifanc bregus er mwyn sicrhau eu bod mor ddiogel â phosibl. Rydym ni a'n sefydliadau addysgiadol yn cydnabod bod plant a phobl ifanc a'r hawl i gael eu hamddiffyn a byddwn yn cymryd camau i ddiogelu'u lles. Disgwylir i bob aelod staff a gwirfoddolwr rannu'r ymrwymiad hwn a byddwn yn gofyn am Wiriad Manylach y Gwasanaeth Datgelu a Gwahardd (DBS), sef y CRB gynt.</p>
Dyletswyddau a chyfrifoldebau	

Profiad y Dinesydd

- Goruchwylio ardal derbynfa'r cyfleuster yn unol â gweithdrefnau gweithredu
- Sicrhau bod ardal desg y dderbynfa yn lân ac yn ddiogel i'w defnyddio gan staff a chwsmeriaid.
- Delio â chwsmeriaid o ran ymholiadau, gwybodaeth, sylwadau a chwynion.
- Darparu gwasanaeth effeithlon ac effeithiol o ansawdd uchel i bob cwsmer a darpar gwsmer.
- Gallu cynorthwyo dinasyddion o bob oed; ymateb i'w hymholiadau a'u pryderon a sicrhau bod ganddynt afael ar y wybodaeth ddiweddaraf i wella eu lles
- Cyfrannu at roi profiad rhagorol i gwsmeriaid drwy Wasanaeth y Ganolfan Lles drwyddo draw

Gwerthiannau

- Cefnogi'r gwaith o gyflawni rhaglen gynlluniedig o weithgareddau gwerthu a chynhyrchu arweiniad, gan gynnwys ond heb fod yn gyfyngedig i werthiannau newydd, aelodau sydd wedi darod, adnewyddiadau, atgyfeiriadau, gweithgareddau corfforaethol a gweithgareddau allgymorth
- Ymgymryd â dyletswyddau bancio/ariannol gan gynnwys trin a chysoni arian parod, a defnyddio Systemau Rheolaeth Ariannol y Cyngor.
- Cefnogi darpariaeth gwasanaeth effeithiol ac effeithlon o ran gwerthu aelodaethau ac ymdrin ag ymholiadau a'i fod yn cael ei ddarparu trwy'r amser ym mhob cyfleuster

Gweinyddu

- Prosesu gwerthiannau aelodaethau yn gywir trwy ein system rheoli aelodaethau a bod cytundebau aelodaethau yn cael eu cwblhau'n llawn ac yn gywir
- Casglu a chofnodi gwybodaeth o ran aelodau a chwsmeriaid tebygol yn gywir a'i phrosesu, ei storio a'i rheoli yn unol â pholisi'r cyngor a deddfwriaeth;
- Ysgrifennu at gwsmeriaid a chysylltu â nhw ynghylch diffyg taliadau a sicrhau bod pob cwsmer yn cael ei dalu'n gyfredol; rhoddir disgresiwn i sicrhau y cedwir cwsmeriaid a'r ffurf fwyaf effeithiol o gynlluniau adennill ac ad-dalu ariannol.
- Prosesu archebion y ganolfan, diweddarau rhestr stoc gwerthiannau'r ganolfan ac unrhyw gofnodion eraill.
- Rhoi ystod o gymorth gweinyddol i'r tîm rheoli gan gynnwys, teipio llythyrau, ffeilio a delio â gohebiaeth gyffredin.

Hyfforddi a Datblygu

- Mynychu cyfarfodydd tîm a gwneud cyfraniad cadarnhaol i ddatblygiad parhaus y tîm
- Mynychu hyfforddiant a chymryd rhan yn eu datblygiad proffesiynol parhaus eu hunain i wella'r ddarpariaeth a'r cyfleoedd a roddir i'r dinasyddion yn y Ganolfan Lles

Cyffredinol

- Cyfrannu at ddatblygu amgylchedd gwaith cadarnhaol.
- Agwedd hyblyg at dasgau ac oriau gwaith
- Rhoi cymorth a chyflenwi mewn cyfleusterau hamdden eraill o fewn Cyngor Sir Ceredigion yn ôl yr angen.
- Sicrhau bod yr holl weithgareddau a gweithrediadau yn cael eu cyflawni yn unol â gweithdrefnau gweithredu'r Ganolfan Lles a pholisi lechyd a Diogelwch.
- Bod yn hyblyg o ran oriau gwaith fel y'u neilltuwyd ar sail rota i fodloni gofynion y gwasanaeth, yn ogystal â chyfleusterau eraill o fewn Gwasanaeth y Ganolfan Lles.
- Cynorthwyo gyda hyrwyddo a datblygu'r gwasanaeth yn unol â Chynllun Busnes Corfforaethol y Cyngor a strategaeth Chwaraeon a Hamdden y Cyngor.
- Cynnal gwybodaeth ddigonol gyfredol am y 'gwasanaethau' a ddarperir yn y Ganolfan Lles ac yn ardal ehangach yr Hyb Lles
- Bod yn llysgennad trwy'r amser ar gyfer Gwasanaeth y Ganolfan Lles / Porth Cymorth Cynnar a Chyngor Ceredigion, trwy gynorthwyo cyfathrebu a/neu gysylltu â staff mewn adrannau gwasanaethau, uwch reolwyr, Aelodau Lleol, aelodau'r cyhoedd ac asiantaethau eraill.
- Ymgymryd ag unrhyw swyddogaethau eraill a neilltuir.

Manyleb Person

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	TGAU Gradd C neu uwch i gynnwys Mathemateg a Saesneg neu o leiaf 2 flynedd o brofiad mewn maes perthnasol.	
Sgiliau Ieithyddol Cymraeg	Gwranddo/Siarad: Lefel 4 Darllen: Lefel 3 Ysgrifennu: Lefel 3	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd o fewn dwy flynedd i benodiad
Sgiliau Ieithyddol Saesneg	Gwranddo/Siarad: Lefel 4 Darllen: Lefel 4 Ysgrifennu: Lefel 4	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> • Yn canolbwyntio ar y cwsmer ac yn gallu delio'n uniongyrchol ac yn effeithlon â chwsmeriaid a'u hanghenion er mwyn rhoi gwasanaeth rhagorol i gwsmeriaid • Sgiliau T.G. • Parodrwydd i gefnogi cydweithwyr a chymryd rhan fel aelod o'r tîm • Y gallu i gyfathrebu'n effeithiol ar bob lefel, gan gynnwys cwsmeriaid, cydweithwyr ac uwch reolwyr • Sgiliau da o ran trefnu a rheoli amser gyda'r gallu i gwrdd â therfynau amser wrth gynnal cywirdeb • Y gallu i gyfrannu at fentrau corfforaethol a gweithio i nodau corfforaethol <p>Sgiliau rhyngpersonol cryf</p>	
Profiad Hanfodol	<ul style="list-style-type: none"> • Gwasanaeth cwsmeriaid 	
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	<ul style="list-style-type: none"> • Arwyddion Diogelwch • System Rheoli Hamdden Canolfannau Lles 	

Dymunol	
Cymwysterau / Hyfforddiant	
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> • Dealltwriaeth o'r sector hamdden • Gwybodaeth ddigonol o feddalwedd rheoli aelodaethau

Job Description

Post Name	Receptionist
Service	Porth Cymorth Cynnar
Grade	Grade 4
Spinal Point/s	4
Salary	£24,404
Job Purpose	<ul style="list-style-type: none"> • The Receptionist will have responsibility for delivering a positive experience for all citizens who visit a Wellbeing Centre service facility or contact facilities by phone or digitally by ensuring a welcoming, efficient, and effective service with the overall objective of contributing to an improvement in the health & wellbeing of the citizens of Ceredigion. • To deal with queries from citizens and provide a high level of client satisfaction in resolving the query satisfactorily and in a timely manner. • To assist the Support Assistant Marketing & Memberships in the consistent use of the service's Leisure Management System at all its facilities and maximise its use as a sales tool • To administer effective financial systems for the membership scheme including direct debit payments and the invoicing of facility users groups.
Location	Wellbeing Centre, Lampeter
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Team Manager Wellbeing Hubs (Mid & South)
Supervisory/Managerial Responsibilities	None
Accountability	
Contractual Terms Associated with the Post	<p>Evening and Weekend work on a rota</p> <p>Safeguarding and child protection are key priorities for us. We aim to support vulnerable children and young people to ensure they are as safe as they can possibly be. We and our educational establishments acknowledge that children and young people have a right to protection and will take action to safeguard their welfare. Each member of staff and volunteer is expected to share this commitment, and we will require an Enhanced Check by the Disclosure and Barring Service (DBS), formerly CRB.</p>
Duties and Responsibilities	

Citizen Experience

- To supervise the facility's reception area in accordance with operating procedures
- To ensure that the reception desk area is clean and safe to use by both staff and customers.
- To deal with customers with regards to enquiries, information, comments, and complaints.
- To deliver of a high quality, efficient and effective service to all customers and potential customers.
- To be able to assist citizens of all ages; responding to their enquires and concerns and ensuring they have access to up-to-date information to improve their wellbeing
- Contribute towards the provision of an excellent customer experience throughout the Wellbeing Centre Service

Sales

- To support the delivery of a planned programme of sales and lead generation activities, including but not limited to new sales, lapsed members, renewals, referrals, corporate and outreach activities
- To undertake banking/financial duties including handling and reconciliation of cash, and use of the Councils Financial Management Systems.
- To support the provision of an effective and efficient memberships sales and enquiry handing service is provided at all times within every facility

Administration

- To process membership sales correctly through our membership management system and that membership agreements are completed fully and accurately
- To capture and enter member and prospect information accurately and processed, stored and managed in line with council policy and legislation;
- Writing to and contacting customers with regards non-payments and ensuring that all customers are paid up to date; discretion is given to ensure customer retention and the most effective form of financial recovery and repayment plans.
- To process centre bookings, update centre sales stock inventory and any other records.
- To provide a range of administrative support to the management team to include, typing letters, filing and dealing with routine correspondence.

Training & Development

- Attend team meetings and make a positive contribution to the ongoing development of the team
- To attend training and engage in their own continued professional development to enhance the provision and opportunities provided to the citizens at the Wellbeing Centre

General

- Contribute towards the development of a positive working environment.
- Flexible approach to tasks and working hours
- To provide support and cover at other leisure facilities within Ceredigion County Council as and when required.
- To ensure that all activities and operations are carried out in line with the Wellbeing Centres operating procedures and Health and Safety policy.
- To be flexible in terms of working hours as allocated via a rota basis to cover service requirements, as well as other facilities within the Wellbeing Centre Service.
- To assist with the promotion and development of the service in line with the Councils Corporate Business Plan and Sport and Leisure strategy.
- To maintain an up to date working knowledge of the 'services' delivered at the Wellbeing Centre and in the wider Wellbeing Hub area
- At all times be an ambassador for the Wellbeing Centre Service / Porth Cymorth Cynnar 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
- To undertake any other functions as may be assigned.

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	GCSE at Grade C or above to include Maths and English or a minimum of 2 years' experience in a relevant field	
Welsh Linguistic Skills	Listening/Speaking: Level 4 Reading: Level 3 Writing: Level 3	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 are required on appointment
Practical and personal skills	<ul style="list-style-type: none"> • Customer focused and able to deal directly and efficiently with customers and their needs in order to provide excellent customer service • I.T. skills • Willingness to support colleagues and participate as a member of the team • Ability to communicate effectively at all levels, including customers, colleagues and senior managers • Good organisational and time management skills with the ability to meet deadlines whilst maintaining accuracy • Ability to contribute to corporate initiatives and work to corporate goals <ul style="list-style-type: none"> • Strong interpersonal skills 	
Required Experience	<ul style="list-style-type: none"> • Customer service 	
Training/education required to be undertaken for the post/worked towards	<ul style="list-style-type: none"> • Signs of Safety • Wellbeing Centres Leisure Management System 	

Desirable	
Qualifications / Training	
Practical / Personal Skills	<ul style="list-style-type: none"> • An understanding of the recreation and leisure sector • Working knowledge of membership management software