

Disgrifiad Swydd

Teitl y Swydd	Swyddog Cwynion a Rhyddid Gwybodaeth
Gwasanaeth	Polisi, Perfformiad a Diogelu'r Cyhoedd
Graddfa	9
Pwynt/iau Cyflog	24 - 26
Cyflog	£34,314 - £36,124 y flwyddyn
Pwrpas y Swydd	Cynorthwyo'r Rheolwr Cwynion a Rhyddid Gwybodaeth wrth ymchwilio i gwynion a wneir yn erbyn y Cyngor. Cynorthwyo'r Rheolwr Cwynion a Rhyddid Gwybodaeth wrth ystyried ceisiadau a wneir o dan y Rheoliadau Rhyddid Gwybodaeth a'r Rheoliadau Gwybodaeth Amgylcheddol yn unol â deddfwriaeth a pholisïau'r Cyngor ei hun yn hyn o beth. Darparu cyngor arbenigol i reolwyr gwasanaeth ar y ddeddfwriaeth o ran Rhyddid Gwybodaeth a Rheoliadau Gwybodaeth Amgylcheddol i sicrhau bod y datgeliad gwybodaeth yn gyfreithlon. Darparu cyngor a chefnogaeth i'r gwasanaethau a'r ysgolion mewn perthynas â Pholisi Cwynion statudol y Gwasanaethau Cymdeithasol, y Polisi Pryderon a Chwynion Corfforaethol a Pholisi Cwynion Llywodraethwyr Ysgol (fel y'i amlinellir yn y Cytundeb Partneriaeth gydag ysgolion). Bod yn atebol am ei lwyth achosion cwynion ei hun a'r gwaith Rhyddid Gwybodaeth/Rheoliadau Gwybodaeth Amgylcheddol gan sicrhau ei fod yn cadw at amserlenni statudol, rhagnodedig, lle'n bosibl, a bod yr holl gyfrifoldebau polisi/deddfwriaethol eraill yn cael eu dilyn (h.y. gweithio yn unol ag Awdurdod Safonau Cwynion yr Ombwdsmon, canllawiau'r Comisiynydd Gwybodaeth ar berfformiad o ran ymateb i Ryddid Gwybodaeth/Rheoliadau Gwybodaeth Amgylcheddol ac ati). Nodi a gweithredu cyfleoedd i ddatrys unrhyw bryderon neu gwynion newydd yn gynnwys drwy gysylltu gyda'r gwasanaeth(au) perthnasol a/neu'r achwynydd.
Lleoliad Gwaith Cytundebol	Canolfan Rheidol
Oriau Gwaith	37
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Rheolwr Cwynion a Rhyddid Gwybodaeth
Cyfrifoldebau Goruchwyllo / Rheoli	Bydd deiliad y swydd hefyd yn gyfrifol am reoli ei lwyth achosion ei hun o ran ymdrin â chwynion a rheoli ceisiadau Rhyddid Gwybodaeth/Rheoliadau Gwybodaeth Amgylcheddol. Bydd hyn yn cynnwys darparu cyngor a rhoi cyfarwyddyd i gydweithwyr (ar bob lefel, gan gynnwys uwch-swyddogion) ynghylch yr hyn sy'n ofynnol er mwyn ymdrin yn ddigonol â chwyn/ateb cwyn/cais sy'n ymwneud â'i wasanaeth priodol.

	Bydd deiliad y swydd yn goruchwyllo gwaith y Swyddog Cwynion yn absenoldeb y Rheolwr Cwynion a Rhyddid Gwybodaeth.
Atebolrwydd	Bydd deiliad y swydd yn atebol am ei lwyth achosion ei hun a phennu canlyniadau o ganlyniad i ymchwil ac astudiaethau trylwyr gan roi sylw dyledus i unrhyw ddeddfwriaeth a pholisïau perthnasol (o ran y prosesau cwynion ynghylch Rhyddid Gwybodaeth/Rheoliadau Gwybodaeth Amgylcheddol a'r ddeddfwriaeth a'r polisïau sy'n llywodraethu'r maes(meysydd) gwasanaeth y mae'r gŵyn/cais yn ymwneud â hwy). Cael ei ystyried yn 'arbenigwr' wrth ymdrin yn dda â chwynion a Rhyddid Gwybodaeth ar draws holl wasanaethau'r Cyngor. Ar brydiau, bydd yn ofynnol i ddeiliad y swydd gynnal sgysiau anodd gyda defnyddwyr y gwasanaeth a staff (a all fod ar lefel uwch o fewn y sefydliad) o ran materion rheoli cwynion (h.y. os ystyrir bod cynw allan o amser neu os oes lle i amau bod aelod staff wedi ymddwyn mewn modd anghywir). Mae goruchwyliaeth reolaidd ar gael ond mae disgwyliad i weithio ar eich menter eich hunan. Bydd deiliad y swydd yn atebol am gynorthwyo'r Rheolwr Cwynion Corfforaethol a Rhyddid Gwybodaeth i ddarparu gwasanaeth Cwynion a Rhyddid Gwybodaeth cadarn. Bydd deiliad y swydd yn gyfrifol am gyfarpar TG
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	
Dyletswyddau a chyfrifoldebau	
- Hyrwyddo arferion da wrth ymdrin â chwynion a'u datrys ar draws yr holl adrannau. - Darparu cyngor o safon uchel a chynorthwyo cydweithwyr ym mhob gwasanaeth a all fod â chyfrifoldeb am gydlynw cwynion/ymholiadau Rhyddid Gwybodaeth/Rheoliadau Gwybodaeth Amgylcheddol yn eu meysydd gwasanaeth. - Cynorthwyo wrth ddarparu hyfforddiant i reolwyr a staff ar draws yr awdurdod a llywodraethwyr ysgol mewn perthynas ag arferion gorau wrth ymchwilio ac ymateb i gwynion a cheisiadau ynghylch Rhyddid Gwybodaeth, yn unol â'r ddeddfwriaeth. - Ymgymryd ag ymchwiliadau ei hun i gwynion ar bob cam, nodi'r holl wasanaethau y mae angen iddynt fod ynghlwm wrth ymchwiliadau. - Yn medru ymchwilio'n hyderus a chymhwyso adrannau perthnasol o ddeddfwriaeth (wrth ymchwilio i gwynion ac ymateb i faterion Rhyddid Gwybodaeth) er mwyn dod i gasgliad cytbwys ar y camau i'w cymryd i ddatrys neu ymateb i'r mater dan sylw. - Cysylltu â swyddfa Ombwdsmon Gwasanaethau Cyhoeddus Cymru mewn perthynas ag unrhyw achos y mae'n ymchwilio iddo a chasglu'r data o dan yr hyn a gyflwynwyd yn ddiweddar gan yr Awdurdod Safonau Cwynion. Casglu tystiolaeth o gydymffurfio ynghyd ag argymhellion gan wasanaethau perthnasol i alluogi i achosion yr Ombwdsman gael eu cau'n foddhaol. - Cynghori rheolwyr a swyddogion mewn perthynas â chymau penodol i'w cymryd i ymdrin â chwynion yn effeithiol. - Monitro amserlenni a sicrhau bod cyfathrebu'n cael ei gynnal gyda phob parti. - Sicrhau bod datrys cwynion yn cael ei gyflawni yn unol â deddfwriaeth bresennol gan gynnwys Hawliau Dynol, Cydraddoldeb, Deddf Gwasanaethau Cymdeithasol a Llesiant, Deddf Plant a Safonau'r Gymraeg. - Hyrwyddo arferion da wrth ymdrin ag ymholiadau am faterion Rhyddid Gwybodaeth ar draws yr holl adrannau. - Cefnogi'r Rheolwr Cwynion Corfforaethol a Rhyddid Gwybodaeth gyda'i ddyletswyddau. - Cynghori rheolwyr a swyddogion mewn perthynas â chymau penodol i'w cymryd wrth ymdrin â cheisiadau Rhyddid Gwybodaeth/Rheoliadau Gwybodaeth Amgylcheddol.	

- Sicrhau bod yr ymatebion i'r ceisiadau Rhyddid Gwybodaeth yn cael eu cyflawni yn unol â deddfwriaeth gyfredol gan gynnwys y Rheoliadau Cyffredinol ar Ddiogelu Data.
- Ymgysylltu'n rhagweithiol â'r cyhoedd a hyrwyddo ei hawl o ran cwynion, sylwadau a cheisiadau ynghylch Rhyddid Gwybodaeth.
- Mynd i gyfarfodydd cenedlaethol a chynrychioli'r Awdurdod ar gais y Rheolwr Cwynion Corfforaethol.
- Cynorthwyo i gynnal a diweddarau'r cronfeydd data Cwynion a Rhyddid Gwybodaeth.
- Sicrhau bod ymatebion ar ran yr Awdurdod yn cadw at amserlenni statudol a phenodedig.
- Cyfrannu at ddatblygiad y Cynllun Busnes blynyddol ar gyfer y Gwasanaeth Cwynion a Rhyddid Gwybodaeth.
- Ymgymryd â gwaith prosiect ar fyr rybudd ar sail gorchwyl a gorffen dan gyfarwyddyd y Rheolwr Cwynion a Rhyddid Gwybodaeth.
- Cyfrifoldeb am adrodd ar ei lwyth achosion ei hun yn ystod Adolygiad Wythnosol o Achosion y Gwasanaeth.
- Cynorthwyo i gasglu unrhyw geisiadau am adroddiadau gan gynnwys data chwarterol yr Awdurdod Safonau Cwynion ar gyfer yr Ombwdsmon a chyfarfodydd mewnol.
- Craffu ar yr ymatebion/dadleuon a gyflwynir gan aelodau staff mewn perthynas â chwynion neu weithgareddau Rhyddid Gwybodaeth (yn enwedig mewn perthynas â datgelu gwybodaeth) a herio'r rhain ar sail polisi a chyfraith achosion.
- Ymgymryd â phroses benodi Swyddogion Ymchwilio Annibynnol a Phersonau Annibynnol mewn achosion lle bo gan y Gwasanaethau Cymdeithasol ran - gan gynnwys trafod ffioedd a llunio a chyflwyno'r llythyr contract wedi hynny.
- Llunio Hysbysiadau Gwrthod ffurfiol a chadarn yn unol â deddfwriaeth Rhyddid Gwybodaeth/Rheoliadau Gwybodaeth Amgylcheddol a chymhwyso unrhyw olygiadau i ddogfennau fel a bennir yn yr esemptiad/eithriad perthnasol.

Manyleb Personol

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	Gradd neu lefel profiad cyfatebol y gellir ei dangos mewn datrys cwynion. Ymarferydd Rhyddid Gwybodaeth wedi'i Achredu (neu ymrwymiad i gyflawni'r cymhwyster o fewn 2 flynedd o'r penodiad).	
Sgiliau Ieithyddol Cymraeg	Gwrando/Siarad: Lefel 3 Darllen: Lefel 3 Ysgrifennu: Lefel 3	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad .
Sgiliau Ieithyddol Saesneg	Gwrando/Siarad: Lefel 5 Darllen: Lefel 5 Ysgrifennu: Lefel 5	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad .
Sgiliau Ymarferol / Personol	- Sgiliau rhyngbersonol rhagorol gan gynnwys y gallu i ffurfio perthynas waith adeiladol gydag achwynwyr, staff a rheolyddion - Sgiliau trefnu da a sylw trylwyr i fanylder - Sgiliau cyfathrebu rhagorol - Yn medru gweithio mewn modd hyblyg, dangos ei fenter ei hun a gweithio'n rhagweithiol - Yn medru mynd i gyfarfodydd ledled y sir ac yn genedlaethol lle bo angen - Yn llythrennog mewn TG ac yn meddu ar gymhwysedd ym meddalwedd <i>MS Office</i> a chronfeydd data - Yn medru gweithio'n rhan o dîm - Yn medru cyfathrebu'n effeithiol ag ystod o unigolion gan gynnwys rhai â chanddynt nodweddion gwarchodedig - Yn medru mynd i gyfarfodydd gyda'r nos o bryd i'w gilydd lle bo angen e.e. i gwrdd â chyrff llywodraethol - Lefel uchel o ddeallusrwydd emosiynol a fydd yn galluogi deiliad y swydd i ddangos empathi at unigolion dan amgylchiadau anodd (o ran defnyddwyr y gwasanaeth a staff).	
Profiad Hanfodol	- Profiad o weithdrefnau ymdrin â chwynion a'r arferion da sy'n gysylltiedig â'r maes gwaith hwn. - Dealltwriaeth o rôl y Rheolyddion a'r craffu a wneir er mwyn sicrhau integriti a thryloywder y prosesau llywodraethu cwynion a gwybodaeth. - Profiad o ymchwilio i gwynion - Dealltwriaeth o Bolisi a Strategaeth mewn Llywodraeth Leol - Dealltwriaeth o swyddogaeth a rôl llywodraeth leol - Profiad o lunio a chyflwyno adroddiadau ysgrifenedig ffurfiol, a chymhleth ar brydiau - Profiad o gyflenwi hyfforddiant gan gynnwys sgiliau PwerBwynt - Yn medru blaenoriaethu llwyth gwaith er mwyn cwrdd â dyddiadau cau	
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	- Polisi Gweithdrefnau Cwynion a Phryderon Enghreifftiol Cymru Gyfan - Hyfforddiant Ymchwilio i Gwynion - Gweithdrefnau a Pholisïau Cyngor Sir a Chenedlaethol - Cymhwyster Ymarferydd Rhyddid Gwybodaeth (sy'n cynnwys Rheoliadau Gwybodaeth Amgylcheddol) - Gweithdrefnau Cwynion Gofal Cymdeithasol - Gweithdrefnau Cwynion Ysgolion - Gweithdrefnau Cwynion Gofal Maeth	

	Gweithdrefnau Diogelu
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Dymunol	
Cymwysterau / Hyfforddiant	Ymrwymiad i bob agwedd ar gyfle cyfartal wrth gyflenwi gwasanaethau. Mae hyn yn cynnwys ymrwymiad i gynhwysiant ac ymgysylltiad. Parodrwydd i weithio mewn modd hyblyg yn ôl y gofyn. Profiad o ddelio â cheisiadau Rhyddid Gwybodaeth neu faterion tebyg.
Sgiliau Ymarferol / Personol	Medru cyfathrebu'n effeithiol Gallu defnyddio menter ei hun

Job Description

Post Name	Complaints and Freedom of Information Officer
Service	Policy, Performance and Public Protection
Grade	9
Spinal Point/s	24 - 26
Salary	£34,314 - £36,124 per annum
Job Purpose	To assist the Complaints & FOI Manager with the investigation of complaints made against the Council. To assist the Complaints & FOI Manager with the consideration of requests made under the Freedom of Information (FOI) and Environmental Information Regulations (EIR) in accordance with the legislation and the Council's own policies in this regard. To provide specialist advice to service managers on the legislation in respect of FOI and EIR to ensure that the disclosure of information is lawful. To provide advice and support to services and schools in respect of the statutory Social Services Complaints Policy, Corporate Concerns and Complaints Policy and the School Governors Complaints Policy (as outlined in the Partnership Agreement with schools). To be accountable for own caseload of complaints and FOI/EIR work, ensuring that prescribed and statutory timescales are adhered to, where possible, and all other policy / legislative responsibilities are followed (i.e. working in accordance with the Ombudsman's Complaints Standards Authority, Information Commissioner's guidelines on FOI/EIR response performance etc.). To identify and implement opportunities for early resolution of any new concerns or complaints via liaison with the relevant service(s) and/or complainant.
Contractual Work Location/Base	Canolfan Rheidol
Hours of Work	37
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Complaints and Freedom of Information Manager
Supervisory/Managerial Responsibilities	The post-holder will also be responsible for managing their own caseload in respect of complaints handling and managing FOI/EIR requests. This will involve providing advice and instructing colleagues (at all levels of seniority) as to what is required to adequately address/answer a complaint/request in relation to their respective service.

	The post holder will oversee the work of the Complaints Officer in the absence of the Complaints and FOI Manager.
Accountability	The postholder will be accountable for own caseload and determining outcomes as a consequence of research and thorough investigations, giving due regard to any relevant policies and legislation (both regarding complaints and FOI/EIR processes and the legislation and policies governing the service area(s) receiving the complaint/request). To be viewed as an 'expert' in relation to good complaints and FOI handling across all services within the Council. The post holder will be required, on occasion, to have difficult conversations with service-users and staff (who may be senior within the organisation) in respect of complaints management issues (i.e. if a complaint is deemed out of time, or if there is cause to suspect wrongdoing on the part of a staff member). Regular supervision is available but there is an expectation to work on own initiative. Post holder will be accountable for assisting the Corporate Complaints and FOI Manager in the provision of a robust complaints and Freedom of Information service. The post holder will be responsible for IT equipment.
Contractual Terms Associated with the Post	
Duties and Responsibilities	
• To promote good practice in the handling and resolution of complaints across all departments • To provide high quality advice and assistance to colleagues within each service who may have responsibility for co-ordinating complaints/FOI/EIR requests for their service areas. • To assist in the delivery of training to managers, and staff across the authority and school governors in respect of best practice in investigating and responding to complaints and Freedom of Information requests in accordance with the legislation. • To undertake own investigations into complaints at all stages, identifying all services that require involvement. • To be able to confidently research and apply relevant sections of legislation (when investigating complaints and responding to FOI) in order to reach a balanced conclusion on the course of action required to resolve or respond to the matter at hand. • To liaise with the office of the Public Services Ombudsman for Wales in respect of any cases they are investigating and with the compilation of data under the newly introduced Complaints Standards Authority. To obtain evidence of compliance with recommendations from relevant services to enable the satisfactory closure of Ombudsman cases. • To advise managers and officers in relation to specific actions required to deal with complaints effectively. • To monitor timescales and ensure communication is maintained with all parties. • To ensure that the resolution of complaints is carried out in accordance with current legislation including Human Rights, Equalities, Social Services & Wellbeing Act, Children Act and Welsh Language Standards. • To promote good practice in the handling of Freedom of Information requests across all departments. • To support the Corporate Complaints and FOI Manager in their duties. • To advise managers and officers in relation to specific actions required to deal with Freedom of Information / EIR requests. • To ensure that the responses to Freedom of Information requests are carried out in accordance with current legislation including the General Data Protection Regulations.	

- To proactively engage with the public and promote their rights in respect of complaints, representations and Freedom of Information requests.
- To attend national meetings and to represent the Authority as required by the Corporate Complaints Manager
- To assist in maintaining and updating the Complaints and Freedom of Information databases.
- To ensure that responses on behalf of the Authority keep to specified and statutory timescales.
- To contribute to the development of the annual Business Plan for the Complaints and Freedom of Information Service.
- To undertake ad-hoc project work on a task and finish basis under the direction of the Complaints and FOI Manager.
- Responsibility for reporting on own caseload during the Service's Weekly Case Review.
- Assist with compiling any report requests, including the quarterly CSA data for the Ombudsman and internal meetings.
- To scrutinise the responses/arguments put forward by staff members in respect of complaints or FOI activity (particularly re. disclosure of information) and challenge these on the basis of policy and case law.
- Undertake the appointment process of Independent Investigating Officers and Independent Person in cases involving Social Services – including the negotiation of fees and the subsequent composure and issuing of the contract letter.
- To compose robust formal Refusal Notices in accordance with FOI/EIR legislation and apply any redactions to the documentation as stipulated within the exemption/exception being relied upon.

Job Evaluation Post Ref

JD 808-05

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	Degree or equivalent demonstrable level of experience in complaints resolution. Accredited Freedom of Information Practitioner (or commitment to attain the qualification within 2 years of appointment).	
Welsh Linguistic Skills	Listening/Speaking: Level 3 Reading: Level 3 Writing: Level 3	The Welsh linguistic skills noted are required on appointment.
English Linguistic Skills	Listening/Speaking: Level 5 Reading: Level 5 Writing: Level 5	The English linguistic skills noted are required on appointment.
Practical and personal skills	• Excellent interpersonal skills including the ability to form constructive working relationship with complainants, staff and regulators • Excellent organisational skills and meticulous attention to detail • Excellent communication skills • Ability to work flexibly, display own initiative and work proactively • Able to attend meetings across the county and nationally as required • IT literate and competence in MS Office software and databases • Able to work as part of a team • Able to communicate effectively with a range of individuals including those with protected characteristics • Able to attend evening meetings on an occasional basis where necessary, e.g. meet with governing bodies • High level of emotional intelligence which will enable postholder to empathise with individuals under difficult circumstances (in respect of service-users and staff).	
Required Experience	• Experience of complaints handling procedures and good practice associated with this field of work. • Understanding of the role of Regulators and the scrutiny placed on ensuring the integrity and transparency of complaints and information governance processes. • Experience of investigating complaints • Understanding of Policy and Strategy in Local Government • Understanding the function and role of local government • Experience of writing and presenting formal and occasionally complex written reports • Experience of delivering training including PowerPoint skills • Able to prioritise workloads to meet deadlines	
Training/education required to be undertaken for the post/worked towards	• Freedom of Information Practitioner qualification (which includes EIR) – (within 2 years of appointment) • All Wales Model Concerns and Complaints Policy • Complaints Investigation Training • National and County Council Policies and procedures • Social Care Complaints procedures • Schools Complaints procedures • Foster Care Complaints procedures • Safeguarding procedures	

Desirable	
Qualifications / Training	Commitment to all aspects of equal opportunities in service delivery. This includes a commitment to inclusion and engagement. Willingness to work in a flexible manner as required. Experience of dealing with Freedom of Information requests or similar matters
Practical / Personal Skills	Good communication skills Able to use own initiative