

Disgrifiad Swydd

Teitl y Swydd	Cydlynnydd Gweithredol – Gwasanaethau Offer Cymunedol Integredig
Gwasanaeth	Porth Gofal
Graddfa	10
Pwynt/iau Cyflog	28-30
Cyflog	£39,152 – £40,777
Pwrpas y Swydd	Bod yn ymatebol ac yn hyblyg i anghenion y Model Gwasanaethau Integredig Gydol Oes a Llesiant, gan gynnwys cynnal gweithgarwch atal ac ymyriadau sy'n hyrwyddo canlyniadau da ac a fydd yn gwella diogelwch a chydnerthedd defnyddwyr gwasanaeth. Cyfrannu at reolaeth dydd i ddydd y Gwasanaethau Offer Cymunedol Integredig (ICES), yr Hwb Cyfarpar Diogelu Personol (PPE), cydlynu manylion logisteg a dosbarthu, a chan gynnwys cydlynu cyfleusterau dydd i ddydd yng Nghanolfan Byw'n Annibynnol Ceredigion (CILC), sy'n darparu safle ar gyfer staff Hwb y Porth Gofal sydd wedi'u lleoli yn y safle ac sy'n gweithio yno yn achlysurol. Mae'r Cydlynnydd yn rhan hanfodol o broses y gadwyn gyflenwi, gan gael, trefnu a dosbarthu nwyddau o'r warws, gan gynnwys cyflenwi ar gyfer y Gyrwyr sy'n Dechnegwyr, a goruchwyllo rheolaeth y fflyd. Bydd yn sicrhau bod cyfleusterau Canolfan Byw'n Annibynnol Ceredigion yn cael eu cynnal, eu bod yn ddiogel a'u bod yn cynnig amgylchedd gwaith sy'n gweithredu'n dda ar gyfer Hwb Porth Gofal. Bydd y Cydlynnydd yn helpu ein cyflogeion, ein cwsmeriaid a'n gwesteion i fanteisio i'r eithaf ar ein cyfleusterau. Darparu cyswllt allweddol gyda Rheolwyr Tîm a gweithio gyda Chydlynwyr eraill er mwyn sicrhau y caiff timau eu rheoli mewn ffordd gyson er mwyn bodloni amcanion corfforaethol ac amcanion y gwasanaeth, a bod y rhain yn cael eu cydlynu a'u gweithredu mewn ffordd effeithiol ar draws meysydd gweithredu y Gwasanaeth. Tra bod gan Gydlynwyr gyfrifoldeb penodol dros reoli canolfan a/neu swyddogaeth, mae ganddynt gyfrifoldeb corfforaethol dros sicrhau bod eu gweithredoedd a'u gweithgareddau gwasanaeth yn cael eu rheoli mewn ffordd gyson er mwyn cynorthwyo amcanion a safonau'r Cyngor. Gweithio mewn ffordd greadigol ac ar y cyd i gyflawni'r safonau uchaf ag y bo modd o ran perfformiad ym model Gydol Oes a Llesiant Cyngor Sir Ceredigion. Dirprwyo ar ran Rheolwr y Tîm, yn ôl y gofyn, ar lefel gorfforaethol, rhanbarthol a chenedlaethol. Ar brydiau, yn ôl yr angen, bydd gofyn i chi weithio mewn Tîm neu leoliad arall o fewn y Model Gwasanaethau Integredig Gydol Oes a Llesiant.
Lleoliad Gwaith Cytundebol	CILC, Felinfach
Oriau Gwaith	37 awr yr wythnos
Math o Gytundeb	Amser llawn
Hyd y Cytundeb	Parhaol

Teitl swydd y Rheolwr Llinell	Rheolwr Tîm – Logisteg a Gweithrediadau
Cyfrifoldebau Goruchwyllo / Rheoli	Rheolwr Llinell: Goruchwyllydd Cymorth Gweithrediadau x1 Gyrwyr sy'n Dechnegwyr y Gwasanaethau Offer Cymunedol Integredig x3 Goruchwyllydd Technegwyr y Gwasanaethau Offer Cymunedol Integredig x1 Ail Reolwr Llinell: Cynorthwyllydd Cymorth Dihalogi, Glanhau a Gyrrwr Wrth Gefn y Gwasanaethau Offer Cymunedol Integredig x2 (rhan-amser)
Atebolrwydd	Er y caiff y gwaith ei ddiffinio gan ganllawiau eang, deddfwriaeth a pholisïau a gweithdrefnau a chanllawiau'r Awdurdod Lleol, bydd gofyn i ddeiliad y swydd: • Eu dehongli a chreu canllawiau lleol gan gynnwys gwaith y gallai gael ei ddatblygu gan ddeiliad y swydd pan nad oes canllawiau o'r fath yn bodoli eisoes. • Gweithio yn ôl eich menter eich hun ond gweithio yn unol â chanllawiau, polisïau, gweithdrefnau a deddfwriaeth y byddent yn cael eu goruchwyllo gan y Rheolwr Llinell. • Yn gyfrifol am: • Offer Technoleg Gwybodaeth a Chyfathrebu e.e. llechen, ffôn symudol a/neu gliniadur. • Cyflenwadau ac offer sy'n berthnasol i'r rôl megis cynhyrchion gofal personol, technoleg gynorthwyol, offer teleofal. • Cyfrifoldeb ar y cyd dros: • Ddefnyddio a chynnal a chadw offer codi, fel staciwr paledi trydan, lifft sefydlog, storfa offer fertigol gyda silffoedd gyredig, trolïau paledi â llaw, trolïau sach a chlodwyr eraill amrywiol sydd ag olwynion. • Cynnal a chadw offer glanhau, megis uned ddihalogi, peiriannau chwipolchi, offer sychu diwydiannol, peiriant golchi dillad, peiriant sychu dillad ac offer glanhau â llaw arall • Defnydd diogel, cynnal a chadw a glanhau o leiaf bum cerbyd sy'n gysylltiedig â'r storfeydd offer • Stoc Cyfarpar Diogelu Personol ac offer Cymunedol gwerth uchel • Offer profi ac offer gwerth uchel
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	• Deiliad Allwedd Canolfan Byw'n Annibynnol Ceredigion ac ymatebwr i'r Larwm. Bydd y rôl yn cynnwys rhywfaint o weithio ar eich pen eich hun • Cydlynu a chyfrannu at gyfleuster dyletswydd wrth gefn/y tu allan i oriau swyddfa yn ôl y gofyn er mwyn darparu nosweithiau, penwythnosau a gwyliau banc ar alwad pan fydd anghenion y gwasanaeth yn gofyn am hynny, a thelir oriau ychwanegol am hyn yn unol â pholisi'r Cyngor • Gweithredu mewn ffordd annibynnol ar y lefel sefydliadol. Adolygir y canlyniadau gan y pennaeth sefydliadol. Mae penderfyniadau a chanlyniadau yn cael effaith ar y swyddogaeth a'u llwyddiant. Mae perfformiad yn effeithio ar ddelwedd y swyddogaeth. • Mae'n cynnwys cryn dipyn o waith corfforol, gan godi a chario eitemau amrywiol, o eitemau bychain sy'n pwyso llai nag 1 cilogram, i eitemau mawr sy'n pwyso dros 100 cilogram, gyda'r offer a'r hyfforddiant priodol. Efallai y bydd hyn yn gofyn am gryn dipyn o godi ac ailosod. • Bydd natur yr offer a gaiff ei ddychwelyd ar ôl iddo gael ei ddefnyddio mewn lleoliadau gofal yn golygu y bydd gofyn i

	ddeiliad y swydd wneud gwaith dihalogi, glanhau ac ailgylchu priodol gan ddefnyddio cemegion ar gyfer mesurau atal a rheoli heintiau. • Bydd angen Gwiriad Safonol gan y Gwasanaeth Datgelu a Gwahardd (DBS) ar gyfer y swydd hon.
Dyletswyddau a chyfrifoldebau	
Rheoli • Bod yn gyfrifol am reolaeth staff o ddydd i ddydd yn y Gwasanaethau Offer Integredig (Storfeidd ICES) a'r Hwb Cyfarpar Diogelu Personol mewn ffordd effeithiol. • Sicrhau bod diwylliant sy'n canolbwyntio ar ganlyniadau a dinasyddion yn cael ei hyrwyddo bob amser trwy sicrhau gweithrediad ymarferol y model Arwyddion Diogelwch a Lles. • Gweithio dan gyfarwyddyd Rheolwr y Tîm er mwyn datblygu cynigion a gweithredu'r cynllun busnes ar gyfer y tîm. • Sicrhau darpariaeth gwasanaeth effeithiol ac effeithlon sy'n darparu'r canlyniadau gofynnol ar gyfer dinasyddion. • Cynnal a hyrwyddo perthnasoedd gwaith agos gyda rhanddeiliaid mewnol ac allanol, a chydweithwyr er mwyn sicrhau'r budd mwyaf i'r Cyngor a phreswylwyr Ceredigion. • Cynrychioli safbwynt y gwasanaeth ynghylch materion sy'n effeithio ar ddarpariaeth y model Gydol Oes a Llesiant i gyrrff mewnol ac allanol dan arweiniad rheolwyr uwch. • Cynorthwyo Rheolwr y Tîm i ymchwilio i a rheoli cwynion yn unol â pholisïau a gweithdrefnau'r Cyngor. Ansawdd a rheoli perfformiad • Sicrhau safonau uchel o ran ansawdd a pherfformiad yr holl staff o fewn y tîm a'r gwasanaeth, cydnabod perfformiad da a mynd i'r afael â pherfformiad gwael mewn ffordd gadarnhaol ac effeithiol. • Paratoi gwybodaeth rheoli reolaidd am berfformiad y cyfleusterau, gan gynnwys defnydd, manylion ariannol, rhaglennu a gwasanaeth cwsmeriaid. • Sicrhau y deallir anghenion y rhai sy'n manteisio ar ein gwasanaethau yn llawn, a'u bod yn cael eu hystyried wrth ddatblygu, darparu, hyrwyddo a gwella gwasanaethau. • Sicrhau y caiff gwasanaethau eu rheoli a'u darparu mewn ffordd wedi'i chydlynw a chan gydymffurfio â pholisïau a safonau cytunedig. • Cynorthwyo'r Rheolwyr Tîm a'r Rheolwyr Corfforaethol i sicrhau bod polisïau a gweithdrefnau yn cael eu diweddarw i adlewyrchu'r ddeddfwriaeth a'r arfer gorau cyfredol. • Monitro, gwerthuso ac adrodd am berfformiad y tîm yn rheolaidd yn erbyn cynlluniau gwasanaeth statudol ac anstatudol, cynlluniau busnes a dangosyddion perfformiad. • Sicrhau y cynhelir gweithgarwch goruchwyllo myfyrio rheolaidd o'r staff, yn ôl y gofyn, o fewn amserlenni cytunedig, • Cynorthwyo Rheolwr y Tîm i gynnal ymwybyddiaeth o arferion cenedlaethol a lleol wrth ddarparu gwasanaeth, er mwyn datblygu datrysiadau arloesol o ran y ffordd y darparir gwasanaethau er mwyn sicrhau gwelliant parhaus. • Cynorthwyo Rheolwr y Tîm i ymchwilio i a rheoli cwynion yn unol â pholisïau a gweithdrefnau'r Cyngor. • Cynnig trosolwg i Reolwr y Tîm o gryfderau a risgiau'r tîm, gan gynnwys canmoliaeth, sylwadau a chwynion. Cyfathrebu • Adolygu dulliau cyfathrebu presennol gyda staff er mwyn sicrhau bod y rhain yn effeithiol a'u bod yn annog adborth dwyffordd. • Hyrwyddo diwylliant o gyfathrebu mewnol ac allanol cadarn fel bod y gwasanaethau yr ydym yn eu datblygu yn cael eu darparu ar y cyd â dinasyddion, rhanddeiliaid a staff • Hyrwyddo ac annog grwpiau a sefydliadau o fewn Cyngor Sir Ceredigion ac yn allanol i ddefnyddio'r cyfleusterau sydd ar gael yn y Canolfannau Lles ac mewn cyfleusterau hamdden eraill sy'n cael eu rhedeg. • Cynorthwyo Rheolwr y Tîm i gynnal cyswllt effeithiol gyda Rheolwyr Uwch, a phan fo hynny'n briodol, cynnig gwybodaeth a chyngor cynhwysfawr er mwyn sicrhau bod materion angenrheidiol	

yn cael eu cyfeirio at Reolwyr Uwch neu Aelodau Etholedig er mwyn gwneud penderfyniad amdanynt mewn ffordd amserol.

Swyddogaethol

- Cynorthwyo Rheolwr y Tîm i gynnal gweithrediad esmwyth amgylchedd sy'n symud yn gyflym.
- Bod yn gyfrifol am ddarpariaeth dydd i ddydd cyfleusterau ac adnoddau o fewn y Ganolfan Byw'n Annibynnol.
- Sicrhau bod holl staff Hwb Porth Gofal sy'n gweithredu o fewn Canolfan Byw'n Annibynnol Ceredigion yn cydymffurfio â gweithdrefnau gweithredol iechyd, diogelwch a safonol.
- Bod yn gyfrifol am welliant parhaus o fewn y warws a'r lle storio oddi ar y safle cysylltiedig, a chyfleusterau lloeren.
- Bod yn arweinydd gweithredol ar gyfer rheolaeth y warws, gan sicrhau effeithlonrwydd y gadwyn gyflenwi. Defnyddio prosesau â llaw ac electronig Technoleg Gwybodaeth Digidol meddalwedd arbenigol er mwyn sicrhau cywirdeb y wybodaeth sydd ar gael, er mwyn sicrhau effeithlonrwydd a gallu archwilio.
- Sicrhau bod y Warws yn storio cyfanswm cywir y deunyddiau, y nwyddau, y darnau a'r cynhyrchion yn y lleoliad cywir er mwyn bodloni galw gweithredol a chwsmeriaid y busnes.
- Cynllunio, cydlynu a monitro gweithgarwch derbyn, storio ac anfon nwyddau mewn ffordd effeithlon.
- Gwneud trefniadau storio, rheoli stoc a sicrhau gweithgarwch rheoli tymheredd.
- Cynllunio ar gyfer a chydlynu prosesau er mwyn dosbarthu nwyddau o'r warws.
- Rheoli'r broses o ailgylchu offer, rheoli oes silff offer, cynnal a rheoli sgipiau a gweithredu trefniadau sgrapio priodol yn unol â gweithdrefnau cytunedig.
- Darparu amgylchedd gwaith diogel, cydymffurfio â gweithdrefnau iechyd, Diogelwch ac Amgylcheddol a sicrhau eu bod yn cael eu deall a'u gweithredu gan y tîm bob amser.
- Sicrhau bod archebion yn cael eu prosesu mewn ffordd effeithlon a bod darpariaeth deunyddiau yn bodloni amserlenni/gofynion cwsmeriaid a phartneriaid proffesiynol yn unol â chytundebau gweithredol.
- Goruchwyllo a rheoli gweithrediadau dewis archebion, nwyddau i mewn a nwyddau allan er mwyn sicrhau cywirdeb, a gwneud hyn trwy eu trafod cyn lleied ag y bo modd a gwneud cyn lleied o ddifrod ag y bo modd i'r stoc.
- Cynorthwyo a llwytho cerbydau dosbarthu gan gadw at ofynion lechyd a Diogelwch ar gyfer anfon offer, Cyfarpar Diogelu Personol a nwyddau ymlaen i ddefnyddwyr gwasanaeth, lleoliadau gofal, rhanddeiliaid allanol a mewnol.
- Trefnu, hwyluso a rheoli gweithgarwch rhestru stoc yn rheolaidd a chynorthwyo Rheolwr y Tîm i goladu adroddiadau.
- Gweithredu systemau olrhain darparu gweledol er mwyn gallu gweld statws nwyddau mewn amrantiad.
- Sicrhau y cedwir at brosesau darparu mewnol er mwyn cynorthwyo ffenestri amser anfon.
- Goruchwyllo gweithgarwch dosbarthu, gosod a chasglu offer cymunedol gan Yrwyrr sy'n Dechnegwyr o fewn cartrefi pobl a lleoliadau cysylltiedig megis cartrefi gofal, ysbytai ac ysgolion.
- Ymateb i a datrys pryderon cwsmeriaid a sicrhau bod Rheolwr y Tîm yn ymwybodol ac yn cael gwybod cyn gynted ag y caiff materion eu nodi er mwyn sicrhau cydymffurfiaeth â gweithdrefnau.
- Nodi camgymeriadau a gwaredu achosion sylfaenol gan ddefnyddio mesurau atal cadarn, cynnal y camau cywiro a gwaredu materion sy'n codi dro ar ôl tro.
- Darparu mesurau effeithlonrwydd er mwyn cynorthwyo gyda'r gostyngiad o flwyddyn i flwyddyn yn y gyllideb weithredol, gan gefnogi Cynllun Busnes Rheolwr y Tîm.
- Ar y cyd â Rheolwr y Tîm, gweithredu systemau rheoli a warws ac arferion gwaith yn unol ag arfer gorau a gwelliant parhaus.
- Goruchwyllo rheolaeth wagenni fforch godi pan fo hynny'n briodol er mwyn sicrhau capasiti gweithredol llawn a chynorthwyo targedau perfformio.
- Arwain wrth gynorthwyo Rheolwr y Tîm i reoli'r fflyd a chydlynu unrhyw waith cynnal a chadw a gynlluniwyd ar gerbydau, peiriannau a rheoli offer y Fflyd.
- Bod yn gyfrifol am yr holl gerbydau corfforaethol ac unrhyw gerbydau sy'n cael eu llogi (tua 4 storfeydd a 3 Cyfarpar Diogelu Personol)
- Sicrhau bod yr holl staff sy'n gyfrifol am ac sy'n defnyddio cerbydau yn deall eu cyfrifoldebau corfforaethol a'u dyletswyddau cyfreithiol yn unol â hyfforddiant a chanllawiau a hyfforddiant.

- Sicrhau diogelwch amgylchedd y warws a chynnal rheolaeth mynediad, gan sicrhau bod trefniadau rheoli er mwyn atal haint ac asesiad risg er mwyn cyflawni safonau cadw tŷ yn cael eu cynnal bob amser.
- Monitro a chynnal cywirdeb y stoc trwy sicrhau bod y stoc ffisegol yn unol â'r system rheoli warws a sicrhau y cofnodir yr holl symudiadau stoc er mwyn sicrhau cywirdeb.
- Cofnodi a chyfathrebu yr holl faterion ynghylch prinder i Reolwr y Tîm, i'w huwchgyfeirio pan fo hynny'n briodol, monitro lefelau stoc er mwyn amlygu lefelau isaf a gormodol ac felly, atal prinder o ran darnau.
- Rheoli mynediad i a lefelau stoc y 3 storfa lloeren bob amser a chynllunio ymlaen llaw ar gyfer pob cyfnod cau (hy cyfnodau Gwyliau Banc).
- Goruchwylio'r rhaglen weithredu ar gyfer dihalogi offer a goruchwylio gwaith Cynorthwyydd Cymorth y Gwasanaethau Offer Cymunedol Integredig Glanhau a Dihalogi er mwyn sicrhau bod pob gweithgaredd yn cydymffurfio yn unol â deddfwriaeth Iechyd a Diogelwch a Rheolaeth Sylweddau sy'n Beryglus i Iechyd (COSHH).
- Bod yn gyfrifol am yr holl weithgarwch sicrhau ansawdd, protocolau hyfforddiant a chanllawiau ar gyfer dihalogi ac ailgylchu. Gallu asesu cyflwr offer a barnu a chynnig arweiniad ynghylch a fydd angen ei sgrapio neu ei aildefnyddio. Byddant yn ymwybodol o'r goblygiadau o ran y gost ar gyfer y ddau ddewis a byddant yn gallu sicrhau cydbwysedd rhwng gwerth eu hamser yn erbyn y gost o ddisodli offer o werth uchel.
- Cynnal a gweithredu cynlluniau gwella ar gyfer cyfradd ailgylchu offer.
- Dosbarthu a chasglu offer (yn ôl y gofyn) a chyflenwi yn ôl yr angen er mwyn cynnal perfformiad a safonau gwasanaeth.
- Cynorthwyo Rheolwr y Tîm i reoli adnoddau er mwyn gweithredu a mesur cydymffurfiaeth ag arfer, egwyddorion a threfniadau rheoli, hyfforddiant a monitro Haint, Atal a Rheoli (IP&C), gan gynnwys Cyfarpar Diogelu Personol (PPE).
- Ymgymryd â'r cyfrifoldeb arweiniol dros reoli cyfleusterau Canolfan Byw'n Annibynnol Ceredigion, a bod yn atebol o ran adeiladau, diogelwch, cyfarpar a pheiriannau, cerbydau fflyd, a stocrestr, trefniadau cynnal a chadw a dihalogi.
- Bod yn atebol dan gyfarwyddyd Rheolwr y Tîm dros reoli'r lleoliad asedau gwasanaeth offer, gan gynnwys yr holl offer mecanyddol a thrydanol, gan sicrhau bod stocrestrau yn eu lle ar gyfer profi iechyd a diogelwch – Rheoliadau Gweithrediadau Codi ac Offer Codi, Rheoliadau Darparu a Defnyddio Offer Gwaith, Profion Dyfeisiau Cludadwy – gwasanaethu a chynnal a chadw pan fo hynny'n briodol.
- Cynorthwyo Rheolwr y Tîm i nodi a threfnu protocolau uwchgyfeirio ar gyfer trefniadau cytundebol wrth gefn pe byddai unrhyw gyflenwr/darparwr yn methu perfformio.
- Dangos dealltwriaeth dechnegol ar lefel uchel o offer, gan gynnwys ei wasanaethu a gofynion cynnal a chadw.
- Bod yn Ddeiliad Allwedd ac yn Ymatebwr i'r Larwm a gweithio gyda Rheolwr y Tîm i weithredu cynllun galw allan parhad y busnes o ran diogelwch adeilad, sicrhau yswiriant a bod gweithgarwch cynnal a chadw systemau yn briodol yn unol ag anghenion y gwasanaeth
- Bod yn gyfrifol am archwilio dyfeisiau, strwythurau a systemau (e.e. larymau tân ac offer aerdymeru) yn rheolaidd a nodi anghenion o ran gwaith trwsio ac adnewyddu.
- Trefnu bod cyfarpar ac offer a systemau mewnol (e.e. system wresogi, larymau, camerâu diogelwch, lifftiau) yn cael eu cynnal a'u cadw yn rheolaidd.
- Cynllunio a goruchwylio'r amserlen ataliol ar gyfer glanhau a diheintio'r adeilad yn unol â phrotocolau, gan weithredu archwiliadau amgylcheddol blynyddol er mwyn sicrhau bod yr adeilad yn cael ei ddiniwlio ar gyfer plâu.
- Sicrhau bod yr holl archwiliadau amgylcheddol iechyd a diogelwch yn cael eu cynnal yn unol â deddfwriaeth a chanllawiau (hy legionella ac ati) er mwyn cydymffurfio â'r holl godau ymddygiad, codau arfer proffesiynol a deddfwriaeth benodol ar gyfer y sector.
- Cysylltu ag Iechyd a Diogelwch er mwyn adolygu a diweddarw Asesiadau Risg ar gyfer llif gwaith yr holl wasanaethau sy'n gweithredu o fewn yr adeilad ar y cyd â Rheolwr y Tîm.
- Bod yn gyfrifol am archwilio ystafelloedd, dodrefn a seilwaith adeilad er mwyn nodi anghenion i'w hadolygu, gwaith trwsio neu adnewyddu ac adrodd i Reolwr y Tîm.
- Monitro gweithgareddau sy'n digwydd y tu allan i'r adeilad, megis gwaredu gwastraff mewn ffordd gywir ac ailgylchu
- Cydlynu trefniadau neilltuo lle parcio a swyddfa er mwyn sicrhau llif diogel a rhydd dosbarthiadau a chasgliadau ar y cyd â defnydd staff swyddfa o'r safle.

- Cynorthwyo'r staff sydd yn y swyddfa yn y Ganolfan Offer Cymunedol Integredig i gynnal cofnod wedi'i ddiweddarau o anfonebau gan bartneriaid allanol (e.e. cyflenwyr, asiantau yswiriant, swyddogion diogelwch)
- Hyrwyddo cyfle cyfartal wrth ddarparu gwasanaethau ac arferion cyflogaeth fel bod y Cyngor yn cyflawni ei rwymedigaethau moesol a chyfreithiol fel cyflogwr cyfle cyfartal.
- Cyflawni unrhyw ddyletswyddau eraill sy'n cyd-fynd â lefel a disgwyliad y swydd, gan gynnwys cynllunio mewn argyfwng; cydlynu a rheoli ymateb; rheoli risg; a diogelu.
- Cynorthwyo Rheolwr y Tîm i ymateb mewn ffordd gyflym a hyblyg i anghenion y Cyngor, ei gwsmeriaid a'i bartneriaid.

Cyfeirnod at Ddibenion Gwerthuso Swyddi

JD 1811-01

Manyleb Person

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	- Addysg gyffredinol o safon da, TGAU Gradd C neu'n uwch gan gynnwys Pynciau penodol fel Mathemateg a Saesneg. Lefel A - Tystysgrif defnyddio offer arbenigol ONC, City & Guilds lefel 3, Diploma Cenedlaethol Btec Lefel 3, Diploma Technegydd IVQ, Gweinyddiaeth Fusnes lefel 3 CGC neu 3 blynedd o brofiad perthnasol cyfatebol	
Sgiliau Ieithyddol Cymraeg	Gwrando/Siarad: Level 3 Darllen: Level 2 Ysgrifennu Level 2	Rhaid cwrdd â'r sgiliau ieithyddol Cymraeg a nodwyd o fewn dwy flynedd i benodiad
Sgiliau Ieithyddol Saesneg	Gwrando/Siarad: Level 5 Darllen: Level 5 Ysgrifennu Level 5	Rhaid cwrdd â'r sgiliau ieithyddol Saesneg a nodwyd ar benodiad.
Sgiliau Ymarferol / Personol	- Yn hyddysg mewn lechyd a Diogelwch - Yn gallu cynnal a datblygu gwaith mewn tîm a datrays problemau fel tîm - Dealltwriaeth dda o ddeilliannau cwsmer ac effaith methiant / cost ansawdd gwael - Yn gallu cyflawni canlyniadau trwy osod safonau uchel ac ymrwymo i amcanion clir - Sgiliau dadansoddi a datrays problemau cadarn ac yn gallu sicrhau datrysiadau ymarferol rhesymegol - Yn hyddysg mewn cyfrifiadura, gyda sgiliau rhif da - Sgiliau cyfathrebu ysgrifenedig a llafar rhagorol. - Yn fedrus wrth ddefnyddio pecynnau meddalwedd cysylltiedig - Sgiliau trefnu rhagorol ac yn gallu rhoi sylw i'r manylion. - Ymwybyddiaeth o dechnoleg Gynorthwyol ac offer cymunedol a sut y gall gynorthwyo defnyddwyr gwasanaeth yn y gymuned - Ymwybyddiaeth o brosesau rheoli ariannol - Sgiliau trefnu cadarn ac yn gallu cynllunio a blaenoriaethu eich gwaith eich hun a gwaith eraill er mwyn cyflawni targedau a chwbwlhau gwaith erbyn terfynau amser, dan bwysau - Sgiliau trafod effeithiol er mwyn rheoli gwrthdaro a chwynion gan gwsmeriaid - Yn gallu cyfathrebu mewn ffordd effeithiol gyda chydweithwyr, amrediad o randdeiliaid gan gynnwys defnyddwyr gwasanaeth, comisiynwyr a gweithwyr proffesiynol mewnol ac allanol eraill - Dealltwriaeth dda o reoli perfformiad a phrosesau cynllunio busnes er mwyn ysgogi gwelliant parhaus o ran perfformiad - Yn gallu rheoli sefyllfaoedd anodd a pharhau i fod yn ddigyffro dan bwysau ac ymateb i ac ymdopi gyda sefyllfaoedd o argyfwng mewn ffordd briodol - Yn gallu gweithio mewn ffordd hyblyg, yn annibynnol neu fel rhan o dîm a gwneud penderfyniadau pan fo hynny'n briodol - Dangos ymagwedd hyderus ac phendant briodol - Dangos empathi, parch ac urddas ar gyfer eraill, gydag ymagwedd ystyriol a diplomatig a sgiliau gwrando da - Ymrwymiad i ddatblygiad proffesiynol personol parhaus ac ymhlith aelodau'r tîm a chynorthwyo eraill - Agwedd gadarnhaol at newid ac ymagwedd hyblyg tuag at waith ac yn meddu ar gymhelliant da a'r gallu i gymell eraill - Yn gallu blaenoriaethu a rheoli llwyth achosion a gweithio mewn ffordd annibynnol gan sicrhau cydbwysedd rhwng galwadau	

	gwasanaeth sy'n symud yn gyflym, sy'n gwrthdaro yn erbyn ei gilydd • Sgiliau DIY ymarferol • Ymrwymiad i egwyddorion ac arferion gofal cwsmeriaid, gan sicrhau rhagoriaeth wrth ddarparu gwasanaeth a chydabod ei effaith ar y rhai sy'n manteisio ar y gwasanaeth • Ymrwymiad clir i arddel egwyddorion cydraddoldeb ac amrywiaeth • Ymrwymiad i ffyrdd gweithio corfforaethol ar draws y model Gydol Oes a Llesiant • Rhaid eich bod yn meddu ar drwydded yrru lawn a glân • Y gallu i weithio gartref mewn ffordd effeithiol, gan gynnwys cyflymder band eang dibynadwy o ansawdd da • Deall yr hyblygrwydd sy'n ofynnol yn y rôl o ganlyniad i anghenion y gwasanaeth, a bod y rôl, o ganlyniad, yn cynnwys gweithio gyda'r hwyr, ar benwythnosau ac yn ystod gwyliau banc yn unol â rota
Profiad Hanfodol	• Mae o leiaf tair blynedd o brofiad cysylltiedig yn ofynnol; gweithrediadau warws, logisteg a dosbarthu, mewn rôl strategol • Profiad amlwg o ddatblygu polisïau a gweithdrefnau er mwyn hyrwyddo amgylchedd gwaith diogel • Profiad o weithio o fewn Rheoliadau Gweithrediadau Codi ac Offer Codi 1998 (LOLER) • Profiad o weithio o fewn Rheoliadau Darparu a Defnyddio Offer Gwaith 1998 (PUWER) • Profiad o reoli trwy oruchwyllo • Profiad o ystod eang o sgiliau Technoleg Gwybodaeth, gan gynnwys defnyddio systemau cyfrifiadurol er mwyn cadw cofnodion
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	• Hyfforddiant Arweinyddiaeth Lefel 3 y Sefydliad Arweinyddiaeth a Rheolaeth, neu barodrwydd i'w gwblhau cyn pen 3 blynedd o ymgymryd â'r rôl. • Hyfforddiant codi a chario • Hyfforddiant Iechyd a Diogelwch yn y gweithle • Hyfforddiant Rheoli Sylweddau sy'n Beryglus i Iechyd (COSHH). • Hyfforddiant am y Cynllun Cod Ymarfer Offer Cymunedol (CECOPS) • Swyddog Cymorth Cyntaf yn y gweithle. • Hyfforddiant ynghylch y defnydd cyffredinol o feddalwedd Technoleg Gwybodaeth sy'n berthnasol i gadw cofnodion. • Cyrsiau e-ddysgu gorfodol. Yn ogystal, dilyn cyrsiau hyfforddiant iechyd a gofal cymdeithasol a chorfforaethol perthnasol eraill yn unol â chyfarwyddyd y Rheolwr Llinell/Rheolwr Cofrestredig. Caiff gofynion hyfforddiant eu cynnwys mewn sesiynau Goruchwyllo ac fe'u hadolygir o fewn Arfarniad fel rhan o'ch amcanion personol. • Cynigir hyfforddiant arall pan fo hynny'n briodol.

Dymunol	
Cymwysterau / Hyfforddiant	Tystysgrif Rheoli Diogelwch y Sefydliad Iechyd a Diogelwch Galwedigaethol
Sgiliau Ymarferol / Personol	Profiad o fod yn rheolwr llinell

Job Description

Post Name	Operational Coordinator - Integrated Community Equipment Services
Service	Porth Gofal
Grade	10
Spinal Point/s	28-30
Salary	£39,152 – £40,777
Job Purpose	To be responsive and flexible to the needs of the Through Age and Wellbeing Integrated Services Model including maintaining preventions & interventions that promote good outcomes and that will increase the safety and resilience of service users. To contribute to the day-to-day management of the Integrated Community Equipment Services (ICES), Personal Protective Equipment (PPE) Hub, coordinating logistics and distribution and to include day to day facilities coordination within the Centre for Independent Living Centre (CILC), which provides accommodation for the Porth Gofal Hub staff based and hot desking on site. The Coordinator provides a vital part of the supply chain process, receive, organise and distribute goods from the warehouse, including providing cover for the Technician Drivers, and oversee fleet management. Will ensure the CILC facilities are maintained, safe and secure and provide a well-functioning work environment for the Porth Gofal Hub. The Coordinator will help our employees, customers and guests get the most out of our facilities. To provide a key link with Team Managers and work with other Coordinators in ensuring that teams are managed consistently to meet corporate and service objectives and that these are effectively co-ordinated and implemented across the Service's areas of operation. Whilst Coordinators have specific responsibility to manage a centre and/or function, they have a corporate responsibility to ensure that their service activities and actions are consistently managed to support Council objectives and standards. To work creatively and collaboratively to achieve the highest possible standards of performance in Ceredigion County Council's Through Age and Wellbeing model. To deputise for the Team Manager, when required, at corporate, regional and national level. On occasions where there is a need you will be required to work in another Team or location within the Through Age and Wellbeing Integrated Services Model.
Contractual Work Location/Base	CILC, Felinfach
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Team Manager – Logistics and Operations

Supervisory/Managerial Responsibilities	Line Management: Operations Support Supervisor x1 Technician Drivers ICES x3 Technician Supervisor ICES x1 Second Line Management: Support Assistant Decontamination, Cleaning & Relief Driver ICES x2 (part-time)
Accountability	Although the work is defined by broad guidelines, legislation and the Local Authority policies and procedures and guidance the post holder will be required to: • Interpret them and produce local guidance including work which may be developed by the post holder where there is no existing guidance available. • Work to own initiative but work to defined guidelines, policies, procedures and legislation which would be supervised by the Line Manager. • Responsible for: • I.C.T. equipment e.g. tablet, mobile phone and/or a laptop. • Supplies and equipment relevant to the role such as personal care products, assistive technology, telecare equipment. • Joint responsibility for: • The use and upkeep of lifting equipment, such as an electric pallet stacker, a fixed lift, a vertical equipment store with powered shelving, manual pallet trolleys, sack trolleys and various other wheeled carriers. • The upkeep of cleaning equipment, such as decontamination unit, pressure washers, industrial drying equipment, washing machine, tumble drier and other manual cleaning equipment • The safe use, upkeep and cleaning of at least five vehicles linked to the equipment stores • High value Community equipment and PPE Stock • High value tools and testing equipment
Contractual Terms Associated with the Post	• CILC Key holder and Alarm responder. The role will entail some lone working • To coordinate and contribute to a standby/out of hours duty facility as required to provide on call evenings, weekends, and bank holidays when the needs of the service require for which additional hours will be paid in accordance with Council policy • Act independently at the organisational level. Outcomes reviewed by organisational head. Decisions and results have an impact on the function and their success. Performance affects the function's image. • Involves a great deal of physical work, to lift and carry various items, from small items weighing less than 1kg to large items weighing over 100kg with the appropriate equipment and training. This may require a significant amount of lifting and repositioning. • The nature of the equipment returned from deployment in care settings will require the postholder to undertake appropriate decontamination cleaning and recycling using chemicals for infection, prevention and control measures. • A Standard Check by the Disclosure and Barring Service (DBS) will be required for this post.

Duties and Responsibilities

Managerial

- To be responsible for the day-to-day management of staff within the Integrated Equipment Services (Stores ICES) and PPE Hub effectively.
- Ensure that a citizen and outcomes focussed culture is promoted at all times by ensuring the implementation of the Signs of Safety and Wellbeing model in practice.
- To work under the direction of the Team Manager to develop proposals and implement the business plan for the team.
- To ensure effective and efficient service delivery that provides the required outcomes for citizens.
- To maintain and promote close working relationships with internal and external stakeholders, and colleagues to achieve maximum benefits for the Council and residents of Ceredigion.
- To represent the view of the service on issues affecting the delivery of the Through Age and Wellbeing model to internal and external bodies under senior management guidance.
- To support the Team Manager in investigating and managing complaints in line with the Council's policies and procedures.

Quality and performance management

- To ensure high standards of quality and performance of all staff within the team and service, acknowledge good performance and tackle poor performance positively and effectively.
- To produce regular management information of the performance of the facilities, to include usage, financial, programming and customer service.
- To ensure that the needs of those accessing our services are fully understood and accommodated in the development, delivery, promotion and improvement of services.
- To ensure that services are managed and delivered in a co-ordinated way and in compliance with agreed policies and standards.
- To assist the Team Managers and Corporate Managers in ensuring that policies and procedures are updated to reflect current legislation and best practice.
- To regularly monitor, evaluate and report on team performance against statutory and non-statutory service plans, business plans and performance indicators.
- To ensure that regular reflective supervision of staff takes place, as required, within agreed timescales.
- Assist the Team Manager in maintaining an awareness of national and local practices in service delivery, in order to develop innovative solutions in the way services are delivered to ensure continuous performance improvement.
- To support Team Manager in investigating and managing complaints in line with the Council's policies and procedures.
- To provide the Team Manager with an overview of team strengths and risks, including compliments, comments and complaints.

Communication

- To review existing methods of communication with staff to ensure that these are effective and encourage two-way feedback.
- To promote a culture of strong internal and external communication so that the services we develop are delivered in collaboration with citizens, stakeholders and staff
- To promote and encourage groups and organizations both within Ceredigion County Council and externally to utilise the facilities available at the Wellbeing Centres and other leisure run facilities.
- To assist the Team Manager in maintaining effective liaison with Senior Managers, and where appropriate, provide comprehensive information and advice in order that necessary issues are referred to Senior Managers or Elected Members for decision in a timely manner.

Functional

- To assist the Team Manager in maintaining the smooth operation of a fast-moving environment.
- To be responsible for day-to-day delivery for facilities and resources within the Centre for Independent Living.
- To ensure all Porth Gofal Hub staff operating within CILC comply with the health, safety and standard operating procedures.

- To be responsible for continuous improvement within the warehouse and associated off site storage and satellite facilities.
- To be the functional lead for warehouse management ensuring the efficiency of the supply chain. Utilise specialist software digital IT electronic and manual processes to ensure accuracy of information available to ensure efficiency and audit capability.
- To ensure the Warehouse stores the right amount of materials, goods, parts and products in the right location to feed the business's operational and customer demand.
- To plan, co-ordinate and monitor the efficient receipt, storage and dispatch of goods.
- To organise storage, undertake stock control and ensure temperature controls.
- To plan for and coordinate processes to distribute goods from the warehouse.
- To manage recycling of equipment, manage shelf life of equipment, maintain and manage skips and implement appropriate scrappage in line with agreed procedures.
- To provide a safe working environment, adhering to Health, Safety and Environmental procedures and ensuring they are understood and practiced by the team at all times.
- To ensure orders are processed efficiently and that the delivery of materials meets customers and professional partners timescales/requirements in line with operating agreements.
- To supervise and control order picking, goods in, goods out operations to ensure accuracy with minimum handling and stock damage.
- To assist and load distribution vehicles adhering to Health and Safety for onward delivery of equipment, PPE and goods to service users, care settings, external and internal stakeholders.
- To organise, facilitate and manage stock takes at regular intervals and assist the Team Manager with report collation.
- To operate visual delivery tracking systems in order that commodity status can be seen at a glance.
- To ensure that internal delivery processes are adhered to support dispatch time windows.
- To oversee the Technician Drivers delivery, installation and collection of community equipment within people's homes and associated locations such as care homes, hospitals and schools.
- To follow up and resolve customer concerns and ensure the Team Manager is made aware and kept informed as soon as issues are identified to ensure compliance to procedures.
- To identify errors and eliminate root cause using robust counter measures, sustain the corrective actions to eliminate repeat issues.
- To deliver efficiencies to support year on year operational budget reduction in support of the Team Managers Business Plan.
- To implement in conjunction with the Team Manager warehouse and management systems and working practices in line with best practice and continuous improvement.
- To oversee control of fork lift truck management where appropriate to ensure full operational capacity and support performance targets.
- To take a lead with the support of the Team Manager for fleet management and coordinate any planned maintenance of vehicles, machinery and equipment Fleet management.
- To be responsible for all corporate and any hired vehicles (circa x4 stores x3 PPE)
- To ensure all staff responsible for and utilising vehicles understand their corporate responsibilities and legal duties as per training and guidance and training.
- To ensure security of warehouse environment and maintain access control, ensuring infection, prevention controls and risk assessment to deliver housekeeping standards are maintained at all times.
- To monitor and maintain stock accuracy by ensuring the physical stock is in line with the warehouse management system and ensure all stock movements are recorded to ensure accuracy.
- To record and communicate all shortage issues to the Team Manager to be escalated as appropriate, monitor stock levels in order to highlight minimum and excess levels and therefore prevent part shortages.
- To manage access of and stock levels of the x3 satellite stores at all times and plan in advance for all closure periods (ie Bank Holiday periods).
- To oversee the implementation programme for decontamination of equipment and oversee the work of the ICES Support Assistant Decontamination and Cleaning to ensure all activities are compliant in accordance with Health and Safety and Control of Substances Hazardous to Health (COSHH) legislation.

- To be responsible for all quality assurance, training protocols and guidance in regards of decontamination and recycling. Be able to assess the condition of equipment and judge and provide guidance whether it will need to be scrapped or re-used. They will be aware of the cost implications of both options and be able to balance the value of their time against the cost of replacing high value equipment.
- To maintain and implement improvement plans for recycling rate of equipment.
- To undertake delivering and collecting equipment (when required) and provide appropriate cover as necessary to maintain service standards and performance.
- To assist the Team Manager to manage resources to implement and measure adherence to Infection, Prevention and Control (IP&C) practice, principles and controls, training and monitoring, inclusive of Personal Protective Equipment (PPE).
- To take lead responsibility for facilities management of CILC, accountable in relation to buildings, security, plant and machinery, fleet vehicles, and inventory, maintenance and decontamination arrangements.
- To be accountable under the direction of the Team Manager for the management of the equipment service asset base, including all electrical and mechanical equipment ensuring inventories are in place for health and safety testing – LOLER, PUWER, PAT – servicing and maintenance as appropriate.
- To support the Team Manager in identifying and setting up escalation protocols for contingency contractual arrangements in the event that any supplier/provider should fail to perform.
- To demonstrate high level technical understanding of equipment, including its servicing and maintenance requirements,
- To be the Key Holder and Alarm Responder and work with the Team Manager to implement a business continuity call out plan in regards of building security, ensure insurance and maintenance of systems is appropriate to the needs of the service
- To be responsible for checking devices, structures and systems (e.g. fire alarms and air-conditioners) on a regular basis and identify needs for repairs and renovations.
- To arrange for regular maintenance of plant equipment and internal systems (e.g. heating system, alarms, security cameras, lifts).
- To design and oversee the preventative schedule for cleaning and disinfecting the building in line with protocols, implementing annual environmental checks to ensure building is defogged for infestations.
- To ensure all health and safety environmental checks are maintained in accordance with legislation and guidance (ie legionella etc) to comply with all relevant codes of conduct, codes of professional practice and sector specific legislation.
- To liaise with Health and Safety to review and update Risk Assessments for the workflow of all services operating within the building in conjunction with the Team Manager.
- To be responsible for checking rooms, furniture and building infrastructure to identify needs for review, repairs or renovations and report to the Team Manager.
- To monitor activities that happen outside the building, such as proper waste disposal and recycling
- To coordinate office and parking space allocation to ensure safe and free flow of deliveries and collections in parallel to the office staff use of the site.
- To support the office based staff in ICES to maintain an updated record of invoices from external partners (e.g. suppliers, insurance agents, security guards)
- Promote equality of opportunity in the delivery of services and employment practices so that the Council meets its moral and legal obligations as an equal opportunity employer.
- To undertake any other duties commensurate with the level and expectation of the post, including emergency planning; response management and coordination; risk management; and safeguarding.
- To assist the Team Manager to quickly and flexibly react to the needs of the Council, its customers and partners.

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	- A good standard of general education GCSE at Grade C or above to include specific Subjects such as Maths and English. A Levels - Certified in operation of specialist equipment ONC, City & Guilds level 3, BTEC National Diploma Level 3, IVQ Technician Diploma, NVQ level 3 Business Administration or equivalent 3 years relevant experience	
Welsh Linguistic Skills	Listening/Speaking: Level 3 Reading: Level 2 Writing Level 2	The Welsh linguistic skills noted must be attained within two years of 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	- Health and Safety literate - Ability to sustain and develop team working and team based problem solving - Good understanding of customer deliverables and the impact of failure / cost of poor quality - Able to achieve results by setting high standards and committing to clear objectives - Strong analytical and problem solving skills and able to establish logical practical solutions - Computer literate with good numeric skills - Excellent verbal and written communication skills. - Proficient in use of related software packages - Excellent organisational skills and attention to detail. - Awareness of Assistive technology and community equipment and how it can support service users in the community - Awareness of financial management processes - Strong organisational skills with ability to plan and prioritise own work and the work of others in order to achieve targets and meet deadlines under pressure - Effective negotiating skills to manage conflict and customer complaints - Able to communicate effectively with colleagues, a range of stakeholders including service users, commissioners and other professionals internal and external - A good understanding of performance management and business planning processes to drive continuous performance improvement - Able to manage difficult situations and remain calm under pressure and to respond and cope appropriately in emergency situations - Able to work flexibly, independently or as part of a team and take decisions as appropriate - Demonstrate a confident and an appropriately assertive approach - Demonstrate empathy, respect and dignity for others with a tactful and diplomatic approach and good listening skills - Commitment to continuous personal professional development and that of team members and support others - A positive attitude to change and a flexible approach to work and to be well motivated and with the ability to motivate others	

	• Ability to prioritise and manage a case load and work autonomously whilst balancing the conflicting demands of a fast paced service • Practical DIY skills • Commitment to the principles and practices of customer care, ensuring excellence in service delivery and recognition of its impact on the those accessing the service • Clear commitment to uphold the principles of equality and diversity • A commitment to corporate ways of working across the Through Age and Wellbeing model • Must hold a clean full driving licence • The ability to work effectively from home, including good quality reliable broadband speed • Understand the flexibility required in the role as a result of the needs of the service and that, as a result, the role includes evening weekend and bank holiday rota working
Required Experience	• Minimum of three years of related experience required; warehouse operations, logistics & distribution, in a strategic role • Proven track record of developing policies and procedures to promote a safe working environment • Experience of working within Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) • Experience of working within Provision and Use of Work Equipment Regulations 1998 (PUWER) • Experience of supervisory management • Experience of a broad range of I.T skills, to include using computer systems for record keeping
Training/education required to be undertaken for the post/worked towards	• ILM Level 3 Leadership training, or willingness to complete within 3 years of taking up the role. • Manual handling training • Health and safety in the workplace training • Control of Substances Hazardous to Health (COSHH) training. • Training in Community Equipment Code of Practice Scheme (CECOPS) • First Aider in the workplace. • Training in general use of IT software as may apply to record keeping. • Mandatory e-learning courses. In addition to undertake other relevant corporate and health and social care training courses as directed by the Line Manager/Registered Manager. Training requirements will be included in Supervision sessions and be reviewed within Appraisal as part of your personal objectives. • Other training will be offered as appropriate.

Desirable	
Qualifications / Training	IOSH Managing Safety certified
Practical / Personal Skills	Line management experience