

Disgrifiad Swydd

Teitl y Swydd	Cydlynnydd Gwasanaethau Blaen Tŷ a Gwerthiant
Gwasanaeth	Ysgolion, Gydol Oes a Diwylliant
Graddfa	6
Pwynt/iau Cyflog	7 - 10
Cyflog	£26,403 - £27,694 Pro Rata
Pwrpas y Swydd	Bod yn wyneb croesawgar i Amgueddfa Ceredigion, rheoli'r siop. Hyrwyddo'r amgueddfa a'i gweithgareddau. Sicrhau diogelwch yr amgueddfa, ei hymwelwyr a'i staff.
Lleoliad Gwaith Cytundebol	Amgueddfa Ceredigion Museum, Aberystwyth
Oriau Gwaith	31 awr: <ul style="list-style-type: none"> • Dydd Mawrth 09:00 – 17:15 • Dydd Mercher 09:00 – 17:15 • Dydd Gwener 09:00 – 17:15 • Dydd Sadwrn 09:00 – 17:15
Math o Gytundeb	Rhan-amser
Hyd y Cytundeb	Cyfnod Penodedig
Teitl swydd y Rheolwr Llinell	Rheolwr Gweithrediadau'r Amgueddfa
Cyfrifoldebau Goruchwylio / Rheoli	Goruchwylio Cynorthwydd Blaen Tŷ. Goruchwylio gwirfoddolwyr yn ôl yr angen.
Atebolrwydd	Bydd gofyn i ddeiliad y swydd gysylltu â Rheolwr Gweithrediadau'r Amgueddfeydd ynghylch cynlluniau gwaith, rheoli'r siop a materion blaen y tŷ. Bydd gofyn i ddeiliad y swydd weithio ar ei fenter ei hun o ran diogelwch ac lechyd a Diogelwch. Bydd gofyn i ddeiliad y swydd lynu wrth holl bolisïau a gweithdrefnau'r amgueddfa.
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	Ddim yn berthnasol

Dyletswyddau a chyfrifoldebau

- Cyfarch ymwelwyr yn bersonol neu dros y ffôn yn Saesneg/Cymraeg yn ôl yr angen, gan roi gwybodaeth iddynt neu ddelio ag ymholiadau cyffredinol.
- Cymryd archebion ar gyfer sgysiau, gweithgareddau addysgol a digwyddiadau.
- Mewngofnodi ac allgofnodi ymwelwyr swyddogol/contractwyr/gwirfoddolwyr.
- Cwblhau gweithdrefnau mynediad gwrthrychau yn absenoldeb staff curadurol/gofal casgliadau. Hysbysu staff perthnasol ei fod/ei bod wedi gwneud hynny.
- Cyfrifol am gynnal a dadansoddi ystadegau ymwelwyr a chofnodion gwerthiant, gan adrodd i Reolwr Gweithrediadau Amgueddfeydd ar dargedau ar gyfer niferoedd ymwelwyr, incwm ac ati.
- Goruchwyllo Cynorthwydd Gwasanaethau Blaen Tŷ ar ddydd Sadwrn.
- Recriwtio a goruchwyllo gwirfoddolwyr blaen tŷ yn ôl yr angen.
- Cyfrifol am redeg y siop o ddydd i ddydd:
 - Cadw'r siop yn lân, yn daclus ac mewn cyflwr da.
 - Trin arian parod – gan gynnwys codi arian, rheoli'r arian parod, adneuo arian parod yn y sêff a chadw cofnodion perthnasol.
 - Rheoli stoc – gan gynnwys derbyn danfoniadau, gwirio nodiadau danfon, rheoli storio stoc, prisio ac ati.
 - Cysylltu â Rheolwr Gweithrediadau Amgueddfeydd ynghylch archebu stoc
 - Cynnal cofnodion system EPOS
 - Archwiliad stoc blynyddol
- Cyfrifol am ddiogelwch yr adeilad, arddangosfeydd, ymwelwyr a staff:
 - Agor a chloi'r adeilad ar ddiwedd y dydd
 - Cynnal gwiriadau diogelwch, tân a CCTV yn ôl yr angen
 - Gwiriad gweledol o arddangosfeydd ac adeilad am faterion diogelwch / lechyd a Diogelwch.
 - Cadwch lygad am weithgarwch anghyfreithlon ac adrodd i'r heddlu e.e. lladrad, fandaliaeth, siopladrad
 - Mynd i'r afael â gollyngiadau/llifogydd ac ati sy'n achosi perygl i adeilad/ymwelwyr/staff yn ôl yr angen.
 - Dilyn gweithdrefnau gwagio brys yr adeilad, gan gymryd cyfrifoldeb am ardaloedd dynodedig ac ymwelwyr anabl mewn sefyllfa argyfwng. Cysylltu â chwmnïau larwm tân/tresmaswyr os caiff ei actifadu.
 - Mynd i'r afael â actifadu larwm yn siop Bath St os oes angen.
 - Gofyn i ymwelwyr sy'n creu aflonyddwch adael.
 - Gofyn am gymorth gan staff eraill os na all ef/hi reoli sefyllfa sy'n achosi aflonyddwch.
 - Cynnal / adolygu asesiadau risg yn ôl yr angen.
 - Sicrhau bod yr holl staff parhaol a gwirfoddolwyr yn ymwybodol o'r gweithdrefnau brys.
- Gosod yr oriel gyhoeddus neu'r awditoriwm yn yr amgueddfa ar gyfer digwyddiadau a thacluso wedyn.
- Gwneud gwaith cynnal a chadw sylfaenol ar yr adeilad yn absenoldeb Rheolwr Gweithrediadau'r Amgueddfeydd.

- Cynnal Safonau Iechyd a Diogelwch ac Arferion Gwaith da.
- Disgwylir i ddeiliad y swydd fabwysiadu agwedd hyblyg at y dyletswyddau y gallai fod angen eu hamrywio, (ar ôl trafodaeth gyda deiliad y swydd) yn amodol ar anghenion y gwasanaeth ac yn unol â phroffil cyffredinol y swydd.

**Cyfeirnod at Ddibenion Gwerthuso
Swyddi**

JD563

Manyleb y Person

Gofynion Hanfodol	
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	Bydd deiliad y swydd wedi'i addysgu hyd at GCSE lefel 7 mewn Saesneg a Mathemateg.
Sgiliau leithyddol Cymraeg:	<p>Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd.</p> <p>Gwranddo a Siarad Lefel 3: Medru deall a chymryd rhan yn y rhan fwyaf o sgysiau arferol o ddydd i ddydd yn y swyddfa. Medru cynnig cyngor i'r cyhoedd ar faterion cyffredinol mewn perthynas a'r swydd, er yn gorfod troi i Saesneg ar gyfer termau technegol neu arbenigol. Medru cyfrannu i gyfarfod neu gyflwyniad ar faterion cyffredinol mewn perthynas a'r swydd, er yn gorfod troi i Saesneg ar gyfer termau technegol neu arbenigol.</p> <p>Sgiliau Darllen Lefel 3: Gallu deall y rhan fwyaf o adroddiadau, dogfennau a gohebiaeth y mae'n debygol o ddod ar eu traws yn ystod y gwaith.</p> <p>Sgiliau Ysgrifennu Lefel 3: Medru llunio negeseuon ac adroddiadau anffurfiol at ddefnydd mewnol.</p>
Sgiliau leithyddol Saesneg:	<p>Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd.</p> <p>Gwranddo a Siarad Lefel 4: Medru cyfrannu'n effeithiol mewn cyfarfodydd mewnol ac allanol yng nghyd-destun y pwnc gwaith. Medru deall gwahaniaethau cywair a thafodiaith. Medru dadlau o blaid ac yn erbyn achos penodol. Medru cadeirio cyfarfodydd ac ateb cwestiynau o'r Gadair yn hyderus. Medru rhoi cyflwyniadau yn rhugl ac yn hyderus yng nghyd-destun y pwnc gwaith.</p> <p>Sgiliau Darllen Lefel 4: Gallu deall gohebiaeth ac adroddiadau wedi'u mynegi mewn iaith safonol.</p> <p>Sgiliau Ysgrifennu Lefel 4: Gallu ysgrifennu gohebiaeth fusnes, adroddiadau byr, negeseuon e-bost a llenyddiaeth wybodaeth gyda chymorth golygyddol.</p>
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> • Sgiliau rhyngpersonol a chyfathrebu rhagorol. • Llygad da am fanylion a chreadigrwydd. • Hyfedredd mewn TG gan gynnwys defnyddio taenlenni. • Y gallu i drefnu eich gwaith eich hun, blaenoriaethu tasgau a gweithio'n drefnus, gan ymateb i gyfnodau prysur/tawel yn briodol.

	<ul style="list-style-type: none"> • Dealltwriaeth ac ymrwymiad i egwyddorion Gofal Cwsmeriaid a Chyfle Cyfartal cyn belled ag y maent yn ymwneud â defnyddwyr Gwasanaeth a chydweithwyr. • Bod yn barod i weithio oriau hyblyg gan gynnwys nosweithiau pan fo angen er mwyn cynorthwyo gyda digwyddiadau neu weithgareddau arbennig yr Amgueddfa, neu yn gyfrifol yn absenoldeb cydweithwyr.
Profiad Hanfodol	<ul style="list-style-type: none"> • Cael profiad diweddar o ddarparu gwasanaeth manwerthu i gwsmeriaid, ateb ymholiadau ac ymateb i'w ceisiadau. • I gael profiad o weithredu systemau diogelwch electronig a systemau CCTV. • Cael ymwybyddiaeth gyffredinol o faterion lechyd a Diogelwch er mwyn sicrhau diogelwch personol i chi'ch hun, cydweithwyr ac ymwelwyr. • Cael profiad diweddar o drin arian parod a'r gallu i gynnal cofnodion ariannol mewn perthynas â gwerthiannau siopau.
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	Hyfforddiant gorfodol

Gofynion Dymunol	
Cymwysterau / Hyfforddiant	
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> • Gwybodaeth dda am yr ardal leol. • Profiad o weithio mewn Amgueddfa.

Job Description

Post Name	Front of House Services and Retail Coordinator
Service	Schools, Lifelong Learning & Culture
Grade	Grade 6
Spinal Point/s	7 - 10
Salary	£26,403 - £27,694 Pro Rata
Job Purpose	To be the welcoming face of Ceredigion Museum, manage the shop. Promote the museum and its activities. Ensure the safety of the museum, its visitors and staff.
Contractual Work Location/Base	Amgueddfa Ceredigion Museum, Aberystwyth
Hours of Work	31 hours: <ul style="list-style-type: none"> • Tuesday 09:00 – 17:15 • Wednesday 09:00 – 17:15 • Friday 09:00 – 17:15 • Saturday 09:00 – 17:15
Type of Contract	Part-time
Contract Duration	Fixed Term
Line Managers Job Title	Museum Operations Manager
Supervisory/Managerial Responsibilities	Supervision of Front of House Assistant. Supervision of volunteers as required.
Accountability	<p>The post holder will be required to liaise with the Museums Operations Manager on work plans, management of the shop and front of house issues.</p> <p>The post holder will be required to work on their own initiative with regard to security and Health & Safety.</p> <p>The post holder will be required to adhere to all museum policies and procedures.</p>
Contractual Terms Associated with the Post	N/A

Duties and Responsibilities

- Greeting visitors in person or over the phone in English/Welsh as appropriate, furnishing them with information or dealing with general enquiries.
- Take bookings for talks, educational activities, and events.
- Logging in and out of official visitors/contractors/volunteers
- Completing object entry procedures in the absence of curatorial/collections care staff. Informing relevant staff of his/her having done so.
- Responsible for the upkeep and analysis of visitor statistics and sales records, reporting to Museums Operations Manager on targets for visitor numbers, income etc.
- To supervise Front of House Services Assistant on Sat.
- To recruit and supervise front of house volunteers as required.
- Responsible for day-to-day running of the shop:
 - Keeping shop clean, tidy and in good repair
 - Handling cash – including cashing up, managing float, depositing cash in safe and keeping relevant records.
 - Stock management – including accepting deliveries, checking delivery notes, managing storage of stock, pricing etc.
 - Liaise with Museums Operations Manager regarding ordering of stock
 - Maintain EPOS system records
 - Annual stock audit
- Responsible for security and safety of building, displays, visitors and staff:
 - Opening and end of day locking up of building
 - Carry out security, fire and CCTV checks as required
 - Visual check of exhibitions and building for security / H&S issues.
 - Watch out for illegal activity and report to police e.g. theft, vandalism, shoplifting
 - Attend to spillages/flooding etc. that cause a hazard to building/visitors/staff as required.
 - To follow emergency evacuation procedures of building, taking responsibility for designated areas and disabled visitors in emergency situation. Liaison with fire/intruder alarm companies if activated.
 - Attend alarm activation at Bath St store if required.
 - To ask visitors who are creating a disturbance to leave.
 - To ask for assistance from other staff if s/he cannot manage a situation that is causing a disturbance
 - To carry out / review risk assessments as required.
 - Ensure all permanent staff and volunteers are aware of emergency procedures.
- To set up the public gallery or auditorium in the museum for events and tidy away afterwards
- To undertake basic building maintenance in absence of Museums Operations Manager.
- Maintain Health and Safety Standards and good working practices.

- The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied, (after discussion with the post holder) subject to the needs of the service and in keeping with the general profile of the post.

Job Evaluation Post Ref

JD563

Person Specification

Essential Requirements	
Academic / Professional / Technical / Vocational Qualifications	<p>The post holder will be educated to GCSE level 7 in English and Maths</p>
Welsh Linguistic Skills:	<p>You must possess the following linguistic skills when you start the position.</p> <p>Listening & Speaking Level 3: Can understand and participate in most day-to-day non-technical conversations in the office. Can advise the public on general matters within own area of work, but must turn to preferred language for technical or specialist terms. Can contribute to meetings or presentations within own area of work, but must turn to preferred language for technical or specialist terms.</p> <p>Reading Skills Level 3: Can understand most reports, documents and correspondence he/she is likely to encounter during his/her work.</p> <p>Writing Skills Level 3: Can write informal messages and reports for internal use.</p>
English Linguistic Skills:	<p>You must possess the following linguistic skills when you start the position.</p> <p>Listening & Speaking Level 4: Can contribute effectively to internal and external meetings in the context of the job area. Can understand differences in language and dialect. Can argue for or against a specific case. Can chair meetings and answer questions confidently from the Chair. Can give presentations fluently and confidently in the context of the job area.</p> <p>Reading Skills Level 4: Can understand correspondence and reports expressed in standard language.</p> <p>Writing Skills Level 4: Can write business correspondence, short reports, e-mail messages and information literature with editorial assistance.</p>
Practical and personal skills	<ul style="list-style-type: none"> • Excellent interpersonal and communication skills. • Good eye for detail and creativity. • IT proficient including the use of spreadsheets. • To have the ability to organise own work, prioritise tasks and work methodically, responding to busy/quiet periods appropriately.

	<ul style="list-style-type: none"> • To have an understanding and commitment to the principles of Customer Care and Equal Opportunities insofar as they relate to Service users and colleagues. • To be prepared to work flexible hours including evenings as necessary in order to assist with special Museum events or activities, or cover in the absence of colleagues.
Required Experience	<ul style="list-style-type: none"> • To have recent experience of providing a retail service to customers, answering enquiries and responding to their requests. • To have experience of operating electronic security systems and CCTV systems. • To have a general awareness of Health and Safety issues to ensure personal safety and security for yourself, colleagues and visitors. • To have recent experience of cash handling and the ability to maintain financial records in respect of shop sales.
Training/education required to be undertaken for the post/worked towards	Mandatory training

Desirable Requirements	
Qualifications / Training	
Practical / Personal Skills	<ul style="list-style-type: none"> • Good knowledge of local area. • Experience of working in a Museum.