

Disgrifiad Swydd

Teitl y Swydd	Swyddog Cyflenwi Gwasanaethau TGCh
Gwasanaeth	Cyswlt Cwsmeriaid
Graddfa	8
Pwynt/iau Cyflog	18-22
Cyflog	£31,537 - £33,699
Pwrpas y Swydd	Darparu cyflenwi gwasanaethau a chydlynu technegol ar gyfer y gwasanaeth TGCh
Lleoliad	Canolfan Rheidol, Aberystwyth
Oriau Gwaith	37 awr yr wythnos
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Rheolwr corfforaethol - TGCh a Rheoli Gwybodaeth
Cyfrifoldebau Goruchwylio / Rheoli	Dim
Atebolrwydd	<p>Cyfrifoldeb am yr adnoddau canlynol:</p> <ul style="list-style-type: none"> • Cyfarpar Cyfrifiadura Personol (e.e. Gliniaduron, Cyfrifiadur Personol, Ffôn Personol, Llechen) ac unrhyw offer prawf / gwerthuso. • Unrhyw symudiad o gyfarpar neu stoc gyfrifiadurol rhwng swyddfeydd fel bo'r angen. <p>Systemau data:</p> <ul style="list-style-type: none"> • Cynnal Argaeledd Cyfrinachedd ac Uniondeb holl Systemau'r Cyngor. <p>Defnyddio'r systemau data canlynol ar gyfer cofnodi:</p> <ul style="list-style-type: none"> • Systemau Ariannol, Caffael a Chyfrifyddu. • Cyfeiriadur Gweithredol a Rheoli Asedau. • Desg Gwasanaeth TGCh.
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	<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</p>

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.

Dyletswyddau a chyfrifoldebau

- **Rheoli cynhwysedd** – Monitro cynhwysedd cydran gwasanaeth ac yn cychwyn camau i ddatrys unrhyw ddiffygion yn ôl y gweithdrefnau a gytunwyd. Gweithredu technegau i addasu'r galw am adnodd neu wasanaeth penodol.
- **Rheoli argaeledd** – Cyfrannu at y broses rheoli argaeledd a'i gweithredu ac yn cyflawni tasgau rheoli argaeledd diffiniedig. Dadansoddi argaeledd, dibynadwyedd, cynaliadwyedd a defnyddioldeb gwasanaeth a chydran. Sicrhau bod gwasanaethau a chydrannau'n bodloni ac yn parhau i fodloni eu holl dargedau perfformiad a lefelau gwasanaeth a gytunwyd. Gweithredu trefniadau ar gyfer adfer ar ôl trychineb ac yn dogfennu gweithdrefnau adfer. Cynnal profion o weithdrefnau adfer.
- **Rheoli lefel gwasanaeth** – Monitro ac yn cofnodi'r gwir wasanaeth a ddarperir, o'i gymharu â'r hyn sy'n ofynnol gan gytundebau lefel gwasanaeth.
- **Rheoli asedau** – Rheoli asedau TG mewn un neu fwy o feysydd arwyddocaol, gan sicrhau bod gweinyddu caffael, storio, dosbarthu, symud a gwaredu asedau yn cael ei wneud. Cynhyrchu a dadansoddi cofrestrï a hanes asedau awdurdodedig (gan gynnwys copiâu gwreiddiol diogel o feddalwedd, dogfennaeth, data, trwyddedau a chytundebau ar gyfer cyflenwi, gwarantïad a chynnal a chadw), ac yn gwirio bod yr holl asedau hyn mewn cyflwr a lleoliad hysbys. Sicrhau nad oes asedau heb eu hawdurdodi megis copiâu o feddalwedd heb drwydded.
- **Rheoli newid** – Asesu, dadansoddi, datblygu, dogfennu a gweithredu newidiadau yn seiliedig ar geisiadau am newid.
- **Rheoli problemau** – Cychwyn a monitro gweithredoedd i ymchwilio a datrys problemau mewn systemau a gwasanaethau. Cynorthwyo gyda gweithredu datrysiadau a mesurau ataliol a gytunwyd.
- **Desg gwasanaeth a rheoli achosion** – Sicrhau bod achosion a cheisiadau yn cael eu trin yn ôl y gweithdrefnau a gytunwyd. Sicrhau bod dogfennaeth y cydrannau a gefnogir ar gael ac ar ffurf briodol i'r rhai sy'n darparu cymorth. Creu ac yn cynnal dogfennaeth gefnogol.
- **Rheoli ystadau TG** – Monitro cydymffurfiaeth yn erbyn prosesau a gytunwyd ac yn ymchwilio, yn asesu ac yn datrys achosion o beidio â chydymffurfio, gan uwchgyfeirio yn ôl yr angen. Rhoi mynediadau corfforol gofynnol i ddefnyddwyr ac yn monitro ac yn adrodd ar reoli cyrchu cyffredinol.
- **Rheoli gwasanaethau cleientiaid** – Monitro swyddogaeth gwasanaethau cleientiaid ac yn casglu data perfformiad. Cynorthwyo gyda manyleb, datblygu, ymchwilio a gwerthuso safonau gwasanaethau cleientiaid. Gweithredu'r safonau hyn i ddatrys neu uwchgyfeirio problemau gwasanaeth cleientiaid ac yn rhoi sesiynau briffio technegol i aelodau'r staff.
- **Caffael** – Trefnu gofynion i gategoriâu penodol. Cyngori ar wahanol lwybrau caffael i gaffael gwasanaethau a chynhyrchion. Casglu gwybodaeth a defnyddio technegau priodol i asesu buddion ac opsiynau a gwneud penderfyniadau am y llwybr caffael mwyaf priodol e.e. marchnad agored neu fframwaith cydweithredol. Defnyddio gwybodaeth am farchnadoedd cyflenwyr i hysbysu manylebau. Gwerthuso ac yn dewis cyflenwyr yn seiliedig ar y meini prawf gwerthuso a manyleb. Addasu telerau ac amodau i adlewyrchu graddfa'r gofyniad ac annog perfformiad da. Casglu ac yn coladu data i gefnogi cydweithredu.

- **Perthynas cyflenwyr** – Casglu data perfformiad ac yn ymchwilio i broblemau. Monitro ac yn adrodd ar berfformiad cyflenwyr, boddhad cwsmeriaid a gwybodaeth am y farchnad. Datrys neu'n uwchgyfeirio problemau. Gweithredu gweithredoedd a rhaglenni gwella gwasanaeth cyflenwyr. Monitro perfformiad.
- **Dyletswyddau Eraill** - Nid yw'r dyletswyddau a amlinellir yn rhestr gynhwysfawr a byddant yn cynnwys unrhyw ddyletswyddau a chyfrifoldebau eraill ar lefel sy'n briodol i'r swydd ac mewn ymateb i newid / adolygiad sefydliadol ac i gynorthwyo hyblygrwydd.

Manyleb Personol

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	HNC neu gymhwyster cyfatebol mewn pwnc TGCh neu sy'n gysylltiedig â busnes, neu wybodaeth a sgiliau cyfatebol a enillwyd trwy brofiad perthnasol	
Sgiliau Ieithyddol Cymraeg	Gwranddo/Siarad: Lefel 4 Darllen: Lefel 2 Ysgrifennu: Lefel 2	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad
Sgiliau Ieithyddol Saesneg	Gwranddo/Siarad: Lefel 5 Darllen: Lefel 5 Ysgrifennu: Lefel 5	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> • Y gallu i greu a darparu hyfforddiant perthnasol i ddefnyddwyr fel bo'r angen • Gwybodaeth fanwl am o System weithredu Microsoft Windows 7/10. <ul style="list-style-type: none"> ○ Caledwedd bwrdd gwaith. o Microsoft Office a gwasanaethau eraill sy'n seiliedig ar TGCh. ○ Protocoliau rhwydweithio lleol ar gyfer llais a data. • Gwybodaeth am bolisïau a gweithdrefnau'r Cyngor ynghyd â gwybodaeth dda am ddeddfwriaeth mewn perthynas â Gwybodaeth (FOI, GDPR, RIPA etc.) • Sgiliau cyfathrebu ysgrifenedig a llafar ardderchog ar bob lefel gan gynnwys Staff, Rheolwyr, Grŵp Arweinyddiaeth, Aelodau a chysylltiadau Allanol. • Y gallu i ddangos tact a phwyll mewn perthynas â'r holl randdeiliaid • Gallu rheoli llwyth gwaith eich hun, gweithio'n unigol gan ddefnyddio menter neu fel rhan o dîm. • Gweithio'n hyblyg dan bwysau ac ymateb i faterion o bwys. • Sgiliau cyfathrebu rhyngpersonol da i alluogi cyfathrebu â phob lefel o staff. • Sgiliau trin â llaw / corfforol. • Trwydded yrru ddilys gyfredol yn ogystal â defnydd o gerbyd bob amser 	
Profiad Hanfodol	<ul style="list-style-type: none"> • Profiad technegol mewn cymorth TGCh mewn TGCh mewn rôl llinell flaen • Profiad mewn gweinyddu busnes a chadw cofnodion ariannol • Profiad mewn awduro technegol a darparu hyfforddiant • Monitro a rheoli perfformiad contractau cleientiaid a chyflenwyr 	

Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	Cynigir hyfforddiant fel bo'n briodol
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Dymunol

Cymwysterau / Hyfforddiant	<ul style="list-style-type: none">• Gallu'r Gymraeg - llafar/ysgrifenedig.• Cymhwyster ITIL
Sgiliau Ymarferol / Personol	

Job Description

Post Name	ICT Service Delivery Officer
Service	Customer Contact
Grade	8
Spinal Point/s	18-22
Salary	£31,537 - £33,699
Job Purpose	Provide service delivery and technical coordination for the ICT service
Location	Canolfan Rheidol, Aberystwyth
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Corporate Manager for ICT and Information Management
Supervisory/Managerial Responsibilities	None
Accountability	<p>Responsibility for the following resources:</p> <ul style="list-style-type: none"> • Personal Computing Equipment (e.g. Laptops, PC, Mobile Phone, Tablet) and any test / evaluation equipment. • Any movement of equipment or computing stock between offices as required. <p>Data systems:</p> <ul style="list-style-type: none"> • Maintain Confidentiality Availability and Integrity of all Council Systems. <p>Use of the following data systems for data entry and manipulation:</p> <ul style="list-style-type: none"> • Financials, Procurement and Accounting Systems. • Active Directory and Asset Management. • ICT Service Desk.
Contractual Terms Associated with the Post	<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	

- **Capacity management** - Monitors service component capacity and initiates actions to resolve any shortfalls according to agreed procedures. Applies techniques to modify demand for a particular resource or service.
- **Availability management** - Contributes to the availability management process and its operation and performs defined availability management tasks. Analyses service and component availability, reliability, maintainability and serviceability. Ensures that services and components meet and continue to meet all of their agreed performance targets and service levels. Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures.
- **Service level management** - Monitors and logs the actual service provided, compared to that required by service level agreements.
- **Asset management** - Controls IT assets in one or more significant areas, ensuring that administration of the acquisition, storage, distribution, movement and disposal of assets is carried out. Produces and analyses registers and histories of authorised assets (including secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance), and verifies that all these assets are in a known state and location. Ensures that there are no unauthorised assets such as unlicensed copies of software.
- **Change management** - Assesses, analyses, develops, documents and implements changes based on requests for change.
- **Problem management** - Initiates and monitors actions to investigate and resolve problems in systems and services. Assists with the implementation of agreed remedies and preventative measures.
- **Service desk and incident management** - Ensures that incidents and requests are handled according to agreed procedures. Ensures that documentation of the supported components is available and in an appropriate form for those providing support. Creates and maintains support documentation.
- **IT estate management** - Monitors compliance against agreed processes and investigates, assesses and resolves incidents of non-compliance, escalating where necessary. Grants users required physical accesses and monitors and reports on overall access control.
- **Client services management** - Monitors client services function and collects performance data. Assists with the specification, development, research and evaluation of client services standards. Applies these standards to resolve or escalate clients' service problems and gives technical briefings to staff members.
- **Procurement** - Organises requirements into appropriate categories. Advises on different procurement routes to acquire services and products. Gathers information and uses appropriate techniques to assess benefits and options and make decisions about the most appropriate route of procurement e.g., open market or collaborative framework. Uses knowledge of supplier markets to inform specifications. Evaluates and selects suppliers based on the specification and evaluation criteria. Adapts terms and conditions to reflect the scale of the requirement and encourage good performance. Collects and collates data to support collaboration.
- **Supplier relationship** - Collects performance data and investigates problems. Monitors and reports on supplier performance, customer satisfaction, and market intelligence. Resolves or escalates problems. Implements supplier service improvement actions and programmes. Monitors performance.
- **Other Duties** - The duties outlined are not meant to be an exhaustive list and will comprise any other duties and responsibilities at a level appropriate to the post and in response to organisational change / review and to assist flexibility.

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	HNC or equivalent qualification in an ICT or business-related subject, or equivalent knowledge & skills gained through relevant experience	
Welsh Linguistic Skills	Listening/Speaking: Level 4 Reading: Level 2 Writing: Level 2	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	<ul style="list-style-type: none"> • Ability to create & deliver relevant training to users as required • Detailed knowledge of Microsoft Windows 10 operating system. <ul style="list-style-type: none"> ○ Desktop hardware. ○ Microsoft Office and other ICT-based services. ○ Local networking protocols for both voice and data. • Knowledge of Council policies and procedures plus good knowledge of legislation in respect of Information (FOI, GDPR, RIPA etc.) • Excellent written and verbal communication skills at all levels including Staff, Managers, Leadership Group, Members and External contacts. • Ability to show tact and discretion in relation to all stakeholders • Be able to manage own workload, working individually using initiative or as part of a team. • Work flexibly under pressure and respond to major issues. • Good interpersonal communication skills to enable communication with all levels of staff. • Physical / manual handling skills • Current valid driving license plus the use of a vehicle at all times 	
Required Experience	<ul style="list-style-type: none"> • Technical experience in ICT support in a first line role • Experience in business administration and financial record keeping • Experience in technical authoring and delivering training • Monitoring and Performance management of client and supplier contracts 	
Training/education required to be undertaken for the post/worked towards	Training will be offered as appropriate	

Desirable

Qualifications / Training	<ul style="list-style-type: none">• Welsh language ability - spoken/written.• ITIL Qualification
Practical / Personal Skills	