

Swydd Disgrifiad

Teitl y Swydd	Arweinydd Tîm Cyswllt Cwsmeriaid: Llyfrgelloedd
Rhif y Swydd a Arfanwyd	JD 1819-02
Adran/Adain	Gwasanaethau TGCh a Chwsmeriaid
Graddfa SCP a Chyflog	Grade 10: SCP 28 – 30: £39,152 - £40,777 y flwyddyn
Pwrpas y Swydd	<ul style="list-style-type: none">• Goruchwylio staff Cyswllt Cwsmeriaid a gweithio gyda nhw i ddarparu gwasanaeth cwrtais ac effeithlon i gwsmeriaid.• Darparu gwasanaeth Llyfrgell o ansawdd uchel yn unol â pholisi'r Cyngor.• Rhaid i ddeiliad y swydd drin cleientiaid yn ofalus ac â empathi. Addasu cefnogaeth ac ymatebion ar gyfer pob cwsmer.
Lleoliad	Llyfrgell Aberteifi
Oriau Gwaith	37 awr yr wythnos
Math o Gontract	Amser Llawn
Hyd y Contract	Parhaol
Teitl swydd rheolwyr Llinell Uniongyrchol	Rheolwr Tîm Cyswllt Cwsmeriaid:Gwasanaethau Llyfrgell
Cyfrifoldebau Goruchwyliol/Rheoli – os yn gymwys	Rheolwr llinell i Cyngorwyr Cyswllt Cwsmeriaid a Llyfrgell

Dyletswyddau a chyfrifoldeb

- Darparu rheolaeth ddyddiol i'r holl staff fel y nodwyd uchod, gan gynnwys gwyliau, absenoldeb salwch, darparu cyngor ac arweiniad, a goruchwyllo, gwerthusiadau a chyfarfodydd tîm rheolaidd. Cydlynu rotâu i sicrhau bod Llyfrgelloedd wedi'u staffio i ddiwallu anghenion gwasanaeth bob amser.
- Ymgymryd â recriwtio staff newydd a sicrhau bod yr holl anghenion sefydlu a hyfforddi yn cael eu nodi a'u cefnogi.
- Hyblygrwydd o ran oriau gwaith a lleoliad i sicrhau bod gwasanaeth yn cael ei ddarparu bob amser.
- Bod yn gyfrifol am gynnal a datblygu'r Gwasanaeth Llyfrgell.
- Sicrhau bod rhagoriaeth gwasanaeth cwsmeriaid yn cael ei deall gan yr holl staff a'i hymgorffori mewn ymarfer.
- Cynnal gwybodaeth am holl Wasanaethau'r Cyngor a pholisïau a gweithdrefnau statudol/deddfwriaethol perthnasol i gefnogi a chynghori aelodau'r tîm yn eu rolau o ddydd i ddydd.
- Sicrhau bod pob agwedd ar y gwasanaeth yn cael ei chynnal yn unol â deddfwriaeth, rheoliadau ac arferion gorau cydnabyddedig corfforaethol a gwasanaeth cyfredol, a chyflawni targedau perfformiad penodol.
- Cyfrannu at sicrhau bod prosesau'n cael eu symleiddio ac adolygu'r ddarpariaeth yn barhaus gan sicrhau ffyrdd effeithiol o weithio.
- Datrys ymholiadau cyffredinol yn weithredol. Blaenoriaethu ymholiadau a nodi ymatebion neu gamau gweithredu priodol sydd eu hangen.
- Ymdrin â phroblemau anodd cwsmeriaid, bod yn bwynt uwch gyfeirio wrth ddatrys cwynion gan gwsmeriaid a chysylltu â meysydd gwasanaeth eraill i ymateb i fethiannau gwasanaeth a chwynion yn effeithiol.
- Gweithredu yn unol â rheolau'r Llyfrgell a sicrhau cydymffurfiaeth ag Is-ddeddfau'r Llyfrgell.
- Trefnu digwyddiadau a gweithdai ar gyfer y gymuned leol i'w cynnal o fewn Llyfrgelloedd.
- Hyrwyddo amlgyfrwng y gwasanaeth Llyfrgelloedd trwy dudalennau Cyfryngau Cymdeithasol y Llyfrgelloedd.
- Sicrhau bod tudalennau gwe'r Llyfrgelloedd a'r Cyngor yn gyfredol o ran y gwasanaeth Llyfrgell.

- Darparu cymorth TGCh sylfaenol i gwsmeriaid.
- Datblygu a hyrwyddo'r stoc lyfrau/deunyddiau eraill gan ystyried anghenion y cwsmeriaid a'r gymuned leol.
- Ymgysylltu'n weithredol â Gwasanaethau'r Cyngor i sicrhau bod cynhyrchion yn cael eu darparu/eu stocio.
- Cyfrifoldeb am archebu a chynnal cyflenwadau deunydd swyddfa ym mhob lleoliad.
- Derbyn a bod yn gyfrifol am daliadau a wneir mewn perthynas ag arian sy'n ddyledus i'r Cyngor a rhoi cyfrif cywir am bob taliad a wneir.
- Lle bo'n briodol, newid sieciau'r Cyngor, gan lynu wrth ganllawiau a pholisïau priodol.
- Paratoi a chysoni derbyniadau diwedd y dydd yn barod ar gyfer casglu gwasanaethau bancio.
- Sicrhau bod yr amgylchedd gwaith a'r "sêff" yn ddiogel bob amser. Gan gynnwys chyfrifoldeb ar y cyd am y sêff a'r allwedd Llyfrgell.
- Pan fo angen, bod yn gyfrifol am agor a chau adeiladau, a chyfrifoldebau cysylltiedig.
- Sicrhau bod rheoliadau lechyd a Diogelwch yn cael eu dilyn.
- Adrodd yn rheolaidd i Reolwr y Tîm Cyswllt Cwsmeriaid: Gwasanaethau Llyfrgell a chyflawni unrhyw ddyletswyddau ychwanegol neu wahanol fel y penderfynir yn rhesymol er mwyn cynnal y gwasanaeth.

	<ul style="list-style-type: none"> • Cynnal gwiriadau sicrhau ansawdd rheolaidd ar safonau'r gwasanaeth a ddarperir gan y gwasanaeth. • Cynorthwyo i ddefnyddio systemau cyfrifiadurol yn effeithlon a chofnodi manylion. ymholiadau/rhyngweithiadau i gynorthwyo monitro gwybodaeth reoli. • Cynnal perthnasoedd gwaith da gyda chydweithwyr ac adrannau eraill y Cyngor a sefydliadau allanol, ar bob mater sy'n ymwneud â'r gwasanaeth. • Cynnal gwiriadau a dilysu ar ddogfennau a gyflwynir i'r awdurdod e.e. DBS, Bathodynau Glas, tystysgrifau, ac adnabod. • Bod yn llysgennad i Gyngor Sir Ceredigion bob amser, drwy gynorthwyo cyfathrebu a/neu gysylltu â staff mewn adrannau gwasanaeth, uwch reolwyr, Aelodau Lleol, aelodau'r cyhoedd ac asiantaethau eraill.
Atebolrwydd	<ul style="list-style-type: none"> • Bydd gofyn i ddeiliad y swydd weithio o fewn canllawiau, polisïau, gweithdrefnau a deddfwriaeth a ddiffiniwyd. • Gall y swydd ddatblygu gyda dulliau gwaith newidiol ac i fynd i'r afael â blaenoriaethau gwasanaeth a bydd y dyletswyddau'n destun newid rhesymol. • Mae'r Adran hefyd yn ei gwneud yn ofynnol i weithwyr weithio'n hyblyg ac yn gydweithredol i sicrhau bod blaenoriaethau gwasanaeth yn cael eu cyflawni.

Manylion Personol

<p>Cymwysterau academaidd/proffesiynol/ technegol/galwedigaethol (gan gynnwys lefel y cymhwyster) sydd yn ofynnol ar gyfer y swydd</p>	<ul style="list-style-type: none"> • Gradd Astudiaethau Llyfrgell a Gwybodaeth neu gymhwyster cyfatebol (fel y'i diffinnir gan Safonau Llyfrgelloedd Llywodraeth Cymru), <p>neu</p> <ul style="list-style-type: none"> • O leiaf 3 blynedd o brofiad o reoli llyfrgelloedd <p>a</p> <ul style="list-style-type: none"> • TGAU Mathemateg Gradd C neu uwch, neu gymhwyster cyfatebol <p>a</p> <ul style="list-style-type: none"> • Y gallu i fynychu lleoliad/au gwaith
<p>Lefel y sgiliau ieithyddol sydd yn ofynnol ar gyfer y swydd</p> <p>(Gweler atodiad sgiliau iaith)</p>	<p>Cymraeg</p> <p>Siarad/Gwranddo:4</p> <p>Darllen:4</p> <p>Ysgrifennu:4</p>
<p>Sgiliau ymarferol/personol sydd yn ofynnol ar gyfer y swydd</p>	<ul style="list-style-type: none"> • Diddordeb mewn llyfrau a chyhoeddiadau newydd yn Saesneg a Chymraeg. • Canolbwyntio ar gwsmeriaid. • Chwaraewr tîm a hunan gymhelliant uchel. • Dull arloesol a hyblyg o weithio • Ymrwymedig i gyfle cyfartal a chynhwysiant cymdeithasol. • Ymrwymedig i hyfforddi, dysgu a datblygu'ch hun. • Natur gwrtais a chyfeillgar. • Parodrwydd i ddysgu am wasanaethau cwsmeriaid ledled yr awdurdod. • Sgiliau mewnbynnu data a bysellfwrdd da.
<p>Profiad sydd yn ofynnol ar gyfer y swydd</p>	<ul style="list-style-type: none"> • Profiad o oruchwylio staff am o leiaf 2 flynedd. • Gwybodaeth gyffredinol dda am Wasanaethau'r Cyngor. • Profiad o ddelio â chwsmeriaid anodd / rhyngweithiadau heriol â chwsmeriaid. • Profiad o dderbyn a phrosesu taliadau. • Ymwybyddiaeth ragorol o gwsmeriaid. • Darparu hyfforddiant i staff. • Cynnal gwiriadau sicrhau ansawdd.

	<ul style="list-style-type: none"> • Dealltwriaeth o Siarter Gwasanaethau Cwsmeriaid Ceredigion.
<p>Hyfforddiant/addysg sydd yn ofynnol i'w wneud ar gyfer y swydd, ar gyfer y swydd/gweithio tuag ato.</p>	<ul style="list-style-type: none"> • Hyfforddiant Ymwybyddiaeth o Dwyll. • CRS (Hyfforddiant Derbynebaw Arian Parod), System rheoli Llyfrgell gan gynnwys unrhyw systemau mewnol eraill sy'n ofynnol ar gyfer y rôl. • Gwybodaeth am wasanaethau'r cyngor. • Gweithdrefnau diogelu. • Hyfforddiant rheoli. • Hyfforddiant diogelu data. • Hyfforddiant iechyd a diogelwch: Diogelwch personol, gweithio ar eich pen eich hun, trin â llaw (llwyth).
<p>Unrhyw sgiliau/cymwysterau dymunol ychwanegol.</p>	<ul style="list-style-type: none"> • Addysg hyd at lefel Gradd, neu gymhwyster cyfatebol. • NVQ Lefel 3 neu uwch mewn Gwasanaethau Cwsmeriaid. • Sgiliau cyfrifiadurol helaeth gan gynnwys Office ac Excel a'r gyfres Microsoft Office. • Gwybodaeth am systemau sy'n seiliedig ar wasanaeth arian parod.

Job Description

Post Name	Customer Contact Team Leader: Libraries
Job Evaluation Post No	JD 1819-02
Department/Section	Customer Contact, ICT & Digital
Grade SCP and salary	Grade 10 SCP 28 – 30: £39,152 - £40,777 per annum
Job Purpose	<ul style="list-style-type: none"> • To supervise staff within and work in partnership with the Customer Contact team who provide a courteous, efficient and effective service to customers. • To provide a high-quality information, advice and Library service to customers in accordance with Council policy and relevant strategies. • The post holder must deal with clients in a caring manner, displaying empathy and compassion. To provide support and solutions to problems need to be adapted to suit the individual customer's requirements and needs.
Location	Cardigan Library
Hours of Work	37 Hours a week
Type of Contract	Full Time
Length of Contract	Permanent
Immediate Line Managers job title	Customer Contact Team Manager: Library Services
Supervisory/Managerial responsibilities – if applicable	Line manager to Customer Contact and Library Advisors
Duties and responsibilities	<ul style="list-style-type: none"> • To provide day to day management for all staff as noted above, including leave, sickness absence, provision of advice and guidance, and regular supervision, appraisals and team meetings. To coordinate rota's to ensure Libraries are staffed to meet service needs at all times. • Undertake recruitment of new staff and ensure all induction and training needs are identified and supported. • Flexibility with regards working hours and location to ensure service delivery at all times. • To be responsible for maintaining and developing the Library Service. • To ensure customer service excellence is understood by all staff and embedded in practice.

- To maintain a knowledge of all Council Services and relevant statutory/legislative policies and procedures to support and advise team members in their day-to-day roles.
- To ensure that all aspects of the service are carried out in accordance with current corporate and service legislation, regulations, recognised best practice and to achieve specified performance targets.
- Contribute to the ensuring that processes are streamlined and continually review provision ensuring effective ways of working.
- To actively resolve general enquiries. To prioritise enquiries and identify appropriate responses or action required.
- To deal with difficult customer issues, be the point of escalation in resolving complaints from customers and liaising with other service areas to respond to service failures and complaints effectively.
- Operate as per the Library rules and ensure compliance with the Library Bye-laws.
- To organise events and workshops for the local community to be held within Libraries.
- Multimedia promotion of the Libraries service via the Libraries Social Media pages.
- Ensure that the Libraries and Council webpages remain up to date with regards the Library service.
- Provide basic ICT help to customers.
- Develop and promote the book stock/ other materials by taking account the needs of the customers and the local community.
- To actively engage with Council Services to ensure products are provided/stocked.
- Responsibility for ordering and maintaining stocks of stationery items at all locations.
- To receive and be responsible for payments made in respect of money owing to the Council and to accurately account for each payment made.
- Where appropriate, to cash Council cheques, adhering to appropriate guidelines and policies.
- To prepare and reconcile end of day takings in readiness for banking service collection.
- To ensure the working environment and the "safe" are left secure at all times. Including shared responsibility for safe and Library keys.
- When required to be responsible for opening and closing of buildings, and associated responsibilities.
- To ensure that Health and Safety regulations are adhered to.
- Report regularly to the Customer Contact Team Manager: Library Services and carry out any additional or different duties as decided reasonable in order to maintain the service.
- To undertake regular quality assurance checks on the standards of service delivered by the service.

	<ul style="list-style-type: none"> • To assist in the efficient use of computer systems and to record details of enquiries/interactions to aid the monitoring of management information. • To maintain good working relationships with other colleagues and divisions of the Council and outside organisations, on all matters that relate to the service. • To perform checks and validation on documents presented to the authority e.g. DBS, Blue Badges, certificates, and identification. • At all times be an ambassador for Ceredigion County Council, by assisting communications and/or liaison with staff in service departments, senior management, Local Members, members of the public and other agencies.
<p>Accountability</p>	<ul style="list-style-type: none"> • The post holder will be required to work within defined guidelines, policies, procedures and legislation. • The post may develop with changing working methods and to address service priorities and the duties will be subject to reasonable change. • The Section also requires that employees work both flexibly and co-operatively to ensure that service priorities are met.

Person Specification

<p>The Academic/professional/ Technical/vocational qualifications (including qualification Level) required for the post</p>	<ul style="list-style-type: none"> • Library and Information Studies degree or equivalent (as defined by Welsh Government Library Standards), or • Minimum of 3 years' experience of Library management and • GCSE Maths Grade C or above, or equivalent and • Ability to attend work location/s
<p>Linguistic skills level required for the post</p>	<p>Ability to communicate in both English and Welsh (Minimum levels):</p> <p>Speaking/Listening:4</p> <p>Reading:4</p> <p>Writing:4</p>
<p>Practical/personal skills required for the post</p>	<ul style="list-style-type: none"> • Interest in books and new publications in English and Welsh. • Customer focused. • Team player and highly self-motivated. • Innovative & flexible approach to work. • Committed to equality of opportunity and social inclusion. • Committed to the training, learning and development of self. • Polite & friendly disposition. • Willingness to learn about customer services throughout the authority. • Good data entry and keyboard skills.
<p>Experience required for the post</p>	<ul style="list-style-type: none"> • Experience in supervising staff for a minimum of 2 years. • Good general knowledge of Council Services. • Experience of dealing with difficult customers / challenging customer interactions. • Experience of receiving and processing payments. • Excellent customer awareness. • Providing training to staff. • Undertaking quality assurance checks. • Understanding of the Ceredigion Customer Services Charter.
<p>Training/education required to be undertaken for the post/worked towards</p>	<ul style="list-style-type: none"> • Fraud Awareness Training. • CRS (Cash receipting Training), Library management system including any other internal systems required for the role. • Knowledge of council services.

	<ul style="list-style-type: none">• Safeguarding procedures.• Management training.• Data protection training.• Health and safety training: Personal safety, lone working, manual handling (load).
Desirable Skills/Qualifications	<ul style="list-style-type: none">• Educated to Degree level, or equivalent qualification.• Customer Services NVQ Level 3 or above.• Extensive computing skills to include Office and Excel and the Microsoft office suite.• Knowledge of cashiering service-based systems.