

## Disgrifiad Swydd

Teitl y Swydd	Derbynnydd
Gwasanaeth	Porth Cymorth Cynnar
Graddfa	4
Pwynt/iau Cyflog	4
Cyflog	£25,185 pro-rata
Pwrpas y Swydd	<ul style="list-style-type: none"> <li>• Bydd y Derbynnydd yn gyfrifol am roi profiad cadarnhaol i bob dinesydd sy'n ymweld â chyfleuster gwasanaeth Canolfan Lles neu gyfleusterau cyswllt dros y ffôn neu'n ddigidol trwy sicrhau gwasanaeth croesawgar, effeithlon ac effeithiol gyda'r nod cyffredinol o gyfrannu at wella iechyd a lles dinasyddion Ceredigion.</li> <li>• Delio ag ymholiadau gan ddinasyddion a rhoi lefel uchel o fodlonrwydd i gleientiaid wrth ddatrys yr ymholiad yn foddhaol ac yn amserol.</li> <li>• Cynorthwyo'r Cynorthwydd Cymorth Marchnata ac Aelodaethau i wneud defnydd cyson o System Rheoli Hamdden y gwasanaeth yn ei holl gyfleusterau a gwneud y defnydd gorau ohono fel arf gwerthu.</li> <li>• Gweinyddu systemau ariannol effeithiol ar gyfer cynllun yr aelodaeth gan gynnwys taliadau debyd uniongyrchol ac anfonebu grwpiau defnyddwyr cyfleusterau.</li> </ul>
Lleoliad	Canolfan Lles, Llambod
Oriau Gwaith	37 awr
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Rheolwr Tim Hwb Lles (Canolbarth & De)
Cyfrifoldebau Goruchwylio / Rheoli	Dim
Atebolrwydd	
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	<p>Gwaith gyda'r nos ac ar benwythnosau ar rota.</p> <p>Mae'r swydd yn amodol ar wiriad Manylach DBS ar gyfer Plant, gan gynnwys gwiriad yn erbyn y Rhestr Waharddedig i Blant.</p>

### Profiad y Dinesydd

- Goruchwylio ardal derbynfa'r cyfleuster yn unol â gweithdrefnau gweithredu.
- Sicrhau bod ardal desg y dderbynfa yn lân ac yn ddiogel i'w defnyddio gan staff a chwsmeriaid.
- Delio â chwsmeriaid o ran ymholiadau, gwybodaeth, sylwadau a chwynion.
- Darparu gwasanaeth effeithlon ac effeithiol o ansawdd uchel i bob cwsmer a darpar gwsmer.
- Gallu cynorthwyo dinasyddion o bob oed; ymateb i'w hymholiadau a'u pryderon a sicrhau bod ganddynt afael ar y wybodaeth ddiweddaraf i wella eu lles.
- Cyfrannu at roi profiad rhagorol i gwsmeriaid drwy Wasanaeth y Ganolfan Lles drwyddo draw

### Gwerthiannau

- Cefnogi'r gwaith o gyflawni rhaglen gynlluniedig o weithgareddau gwerthu a chynhyrchu arweiniad, gan gynnwys ond heb fod yn gyfyngedig i werthiannau newydd, aelodau sydd wedi darfod, adnewyddiadau, atgyfeiriadau, gweithgareddau corfforaethol a gweithgareddau allgymorth.
- Ymgymryd â dyletswyddau bancio/ariannol gan gynnwys trin a chysoni arian parod, a defnyddio Systemau Rheolaeth Ariannol y Cyngor.
- Cefnogi darpariaeth gwasanaeth effeithiol ac effeithlon o ran gwerthu aelodaethau ac ymdrin ag ymholiadau a'i fod yn cael ei ddarparu trwy'r amser ym mhob cyfleuster.

### Gweinyddu

- Prosesu gwerthiannau aelodaethau yn gywir trwy ein system rheoli aelodaethau a bod cytundebau aelodaethau yn cael eu cwblhau'n llawn ac yn gywir.
- Casglu a chofnodi gwybodaeth o ran aelodau a chwsmeriaid tebygol yn gywir a'i phrosesu, ei storio a'i rheoli yn unol â pholisi'r cyngor a deddfwriaeth;
- Ysgrifennu at gwsmeriaid a chysylltu â nhw ynghylch diffyg taliadau a sicrhau bod pob cwsmer yn cael ei dalu'n gyfredol; rhoddir disgresiwn i sicrhau y cedwir cwsmeriaid a'r ffurf fwyaf effeithiol o gynlluniau adennill ac ad-dalu ariannol.
- Prosesu archebion y ganolfan, diweddarau rhestr stoc gwerthiannau'r ganolfan ac unrhyw gofnodion eraill.
- Rhoi ystod o gymorth gweinyddol i'r tîm rheoli gan gynnwys, teipio llythyrau, ffeilio a delio â gohebiaeth gyffredin.

### Hyfforddi a Datblygu

- Mynychu cyfarfodydd tîm a gwneud cyfraniad cadarnhaol i ddatblygiad parhaus y tîm.
- Mynychu hyfforddiant a chymryd rhan yn eu datblygiad proffesiynol parhaus eu hunain i wella'r ddarpariaeth a'r cyfleoedd a roddir i'r dinasyddion yn y Ganolfan Lles.

### Cyffredinol

- Cyfrannu at ddatblygu amgylchedd gwaith cadarnhaol.
- Agwedd hyblyg at dasgau ac oriau gwaith.
- Rhoi cymorth a chyflenwi mewn cyfleusterau hamdden eraill o fewn Cyngor Sir Ceredigion yn ôl yr angen.
- Sicrhau bod yr holl weithgareddau a gweithrediadau yn cael eu cyflawni yn unol â gweithdrefnau gweithredu'r Ganolfan Lles a pholisi lechyd a Diogelwch.

- Bod yn hyblyg o ran oriau gwaith fel y'u neilltuwyd ar sail rota i fodloni gofynion y gwasanaeth, yn ogystal â chyfleusterau eraill o fewn Gwasanaeth y Ganolfan Lles.
- Cynorthwyo gyda hyrwyddo a datblygu'r gwasanaeth yn unol â Chynllun Busnes Corfforaethol y Cyngor a strategaeth Chwaraeon a Hamdden y Cyngor.
- Cynnal gwybodaeth ddigonol gyfredol am y 'gwasanaethau' a ddarperir yn y Ganolfan Lles ac yn ardal ehangach yr Hyb Lles.
- Bod yn llysgennad trwy'r amser ar gyfer Gwasanaeth y Ganolfan Lles / Porth Cymorth Cynnar a Chyngor Ceredigion, trwy gynorthwyo cyfathrebu a/neu gysylltu â staff mewn adrannau gwasanaethau, uwch reolwyr, Aelodau Lleol, aelodau'r cyhoedd ac asiantaethau eraill.
- Ymgymryd ag unrhyw swyddogaethau eraill a neilltuir.

## Manyleb Person

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	TGAU Gradd C neu uwch i gynnwys Mathemateg a Saesneg neu o leiaf 2 flynedd o brofiad mewn maes perthnasol.	
Sgiliau ieithyddol Cymraeg	Gwrando/Siarad: <b>Lefel 4</b> Darllen: <b>Lefel 3</b> Ysgrifennu: <b>Lefel 3</b>	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg o fewn 2 mlynedd.
Sgiliau ieithyddol Saesneg	Gwrando/Siarad: <b>Lefel 4</b> Darllen: <b>Lefel 4</b> Ysgrifennu: <b>Lefel 4</b>	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad.
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> <li>• Yn canolbwyntio ar y cwsmer ac yn gallu delio'n uniongyrchol ac yn effeithlon â chwsmeriaid a'u hanghenion er mwyn rhoi gwasanaeth rhagorol i gwsmeriaid.</li> <li>• Sgiliau T.G.</li> <li>• Parodrydd i gefnogi cydweithwyr a chymryd rhan fel aelod o'r tîm.</li> <li>• Y gallu i gyfathrebu'n effeithiol ar bob lefel, gan gynnwys cwsmeriaid, cydweithwyr ac uwch reolwyr.</li> <li>• Sgiliau da o ran trefnu a rheoli amser gyda'r gallu i gwrdd â therfynau amser wrth gynnal cywirdeb.</li> <li>• Y gallu i gyfrannu at fentrau corfforaethol a gweithio i nodau corfforaethol.</li> <li>• Sgiliau rhyngpersonol cryf.</li> </ul>	
Profiad Hanfodol	<ul style="list-style-type: none"> <li>• Gwasanaeth cwsmeriaid.</li> </ul>	
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	<ul style="list-style-type: none"> <li>• Arwyddion Diogelwch.</li> <li>• System Rheoli Hamdden Canolfannau Lles.</li> </ul>	

Dymunol	
Cymwysterau / Hyfforddiant	
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> <li>• Dealltwriaeth o'r sector hamdden.</li> <li>• Gwybodaeth ddigonol o feddalwedd rheoli aelodaethau.</li> </ul>

## Job Description

Post Name	Receptionist
Service	Porth Cymorth Cynnar
Grade	4
Spinal Point/s	4
Salary	£25,185 pro rata
Job Purpose	<ul style="list-style-type: none"> <li>• The Receptionist will have responsibility for delivering a positive experience for all citizens who visit a Wellbeing Centre service facility or contact facilities by phone or digitally by ensuring a welcoming, efficient, and effective service with the overall objective of contributing to an improvement in the health &amp; wellbeing of the citizens of Ceredigion.</li> <li>• To deal with queries from citizens and provide a high level of client satisfaction in resolving the query satisfactorily and in a timely manner.</li> <li>• To assist the Support Assistant Marketing &amp; Memberships in the consistent use of the service's Leisure Management System at all its facilities and maximise its use as a sales tool.</li> <li>• To administer effective financial systems for the membership scheme including direct debit payments and the invoicing of facility users groups.</li> </ul>
Location	Wellbeing Centre, Lampeter
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Team Manager Wellbeing Hubs (Mid & South)
Supervisory/Managerial Responsibilities	None
Accountability	
Contractual Terms Associated with the Post	<p>Evening and Weekend work on a rota.</p> <p>This post is subject to an Enhanced Child DBS check, including a check against the Children's Barred List.</p>

## Duties and Responsibilities

### **Citizen Experience**

- To supervise the facility's reception area in accordance with operating procedures.
- To ensure that the reception desk area is clean and safe to use by both staff and customers.
- To deal with customers with regards to enquiries, information, comments, and complaints.
- To deliver of a high quality, efficient and effective service to all customers and potential customers.
- To be able to assist citizens of all ages; responding to their enquires and concerns and ensuring they have access to up-to-date information to improve their wellbeing.
- Contribute towards the provision of an excellent customer experience throughout the Wellbeing Centre Service.

### **Sales**

- To support the delivery of a planned programme of sales and lead generation activities, including but not limited to new sales, lapsed members, renewals, referrals, corporate and outreach activities.
- To undertake banking/financial duties including handling and reconciliation of cash, and use of the Councils Financial Management Systems.
- To support the provision of an effective and efficient memberships sales and enquiry handing service is provided at all times within every facility

### **Administration**

- To process membership sales correctly through our membership management system and that membership agreements are completed fully and accurately.
- To capture and enter member and prospect information accurately and processed, stored and managed in line with council policy and legislation;
- Writing to and contacting customers with regards non-payments and ensuring that all customers are paid up to date; discretion is given to ensure customer retention and the most effective form of financial recovery and repayment plans.
- To process centre bookings, update centre sales stock inventory and any other records.
- To provide a range of administrative support to the management team to include, typing letters, filing and dealing with routine correspondence.

### **Training & Development**

- Attend team meetings and make a positive contribution to the ongoing development of the team.
- To attend training and engage in their own continued professional development to enhance the provision and opportunities provided to the citizens at the Wellbeing Centre.

### **General**

- Contribute towards the development of a positive working environment.
- Flexible approach to tasks and working hours.
- To provide support and cover at other leisure facilities within Ceredigion County Council as and when required.

- To ensure that all activities and operations are carried out in line with the Wellbeing Centres operating procedures and Health and Safety policy.
- To be flexible in terms of working hours as allocated via a rota basis to cover service requirements, as well as other facilities within the Wellbeing Centre Service.
- To assist with the promotion and development of the service in line with the Councils Corporate Business Plan and Sport and Leisure strategy.
- To maintain an up to date working knowledge of the 'services' delivered at the Wellbeing Centre and in the wider Wellbeing Hub area.
- At all times be an ambassador for the Wellbeing Centre Service / Porth Cymorth Cynnar and Ceredigion Council, by assisting communications and/or liaison with staff in service departments, senior management, Local Members, members of the public and other agencies.
- To undertake any other functions as may be assigned.

Job Evaluation Post Ref

JD 1512

## Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	GCSE at Grade C or above to include Maths and English or a minimum of 2 years' experience in a relevant field.	
Welsh Linguistic Skills	Listening/Speaking: <b>Level 4</b> Reading: <b>Level 3</b> Writing: <b>Level 3</b>	The Welsh linguistic skills noted are required within 2 years.
English Linguistic Skills	Listening/Speaking: <b>Level 4</b> Reading: <b>Level 4</b> Writing: <b>Level 4</b>	The English linguistic skills noted are required on appointment.
Practical and personal skills	<ul style="list-style-type: none"> <li>• Customer focused and able to deal directly and efficiently with customers and their needs in order to provide excellent customer service.</li> <li>• I.T. skills.</li> <li>• Willingness to support colleagues and participate as a member of the team.</li> <li>• Ability to communicate effectively at all levels, including customers, colleagues and senior managers.</li> <li>• Good organisational and time management skills with the ability to meet deadlines whilst maintaining accuracy.</li> <li>• Ability to contribute to corporate initiatives and work to corporate goals.</li> <li>• Strong interpersonal skills</li> </ul>	
Required Experience	<ul style="list-style-type: none"> <li>• Customer service.</li> </ul>	
Training/education required to be undertaken for the post/worked towards	<ul style="list-style-type: none"> <li>• Signs of Safety.</li> <li>• Wellbeing Centres Leisure Management System.</li> </ul>	

Desirable	
Qualifications / Training	
Practical / Personal Skills	<ul style="list-style-type: none"> <li>• An understanding of the recreation and leisure sector.</li> <li>• Working knowledge of membership management software.</li> </ul>