

## Disgrifiad Swydd

Teitl y Swydd	Swyddog ar Ddyletswydd Ochr Sych
Gwasanaeth	Porth Cymorth Cynnar
Graddfa	6
Pwynt/iau Cyflog	7 - 10
Cyflog	£26,403 - £27,694 y flwyddyn
Pwrpas y Swydd	<ul style="list-style-type: none"> <li>Mae Swyddog Dyletswydd Ochr Sych yn sicrhau gweithrediad diogel, effeithlon a chanolbwyntio ar y cwsmer o bob ardal sych o fewn y ganolfan hamdden a lles. Maent yn gyfrifol am agor ac cau'r cyfleuster, cwblhau'r gwiriadau hanfodol, a sicrhau bod pob ardal yn lân, yn barod ac yn cydymffurfio â safonau iechyd a diogelwch. Drwy gynnal presenoldeb gweledol ar draws neuaddau chwaraeon, stiwdios, ystafelloedd ffitrwydd, ystafelloedd cyfarfod, ac ardaloedd cymunedol, maent yn cefnogi cwsmeriaid, yn ymateb i ddigwyddiadau, ac yn cynnal amgylchedd croesawgar ac amrywiol i'r holl ddefnyddwyr.</li> <li>Mae'r rôl hefyd yn darparu arweinyddiaeth ar y shifft, gan gydlynu staff, rheoli archebion a throsglwyddiadau gweithgareddau, ac yn sicrhau darparu gwasanaeth o ansawdd uchel ar draws pob rhaglen sych. Trwy gyfathrebu effeithiol, datrys problemau, ac oruchwyliaeth weithredol, mae Swyddog ar Dyletswydd Ochr Sych yn cynorthwyo'r tîm rheoli uwch i gadw gweithrediadau'r ganolfan yn llyfn, gan gefnogi grwpiau cymunedol a phartneriaid, ac yn cyfrannu at y profiad lles cyffredinol a gynigir gan y cyfleuster.</li> </ul>
Lleoliad	Canolfan Lles Llambed (Efallai y bydd yn ofynnol iddynt weithio mewn Canolfannau Lles eraill ar adegau)
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	Arolygu'r staff a'r adeilad yn ystod y shifft.
Atebolrwydd	Bydd gofyn i ddeiliad y swydd ddilyn trefniadau gweithredu a chynlluniau gwaith diogel bob dydd er mwyn sicrhau fod y Ganolfan yn gweithredu'n effeithlon ac yn ddiogel. O bryd i'w gilydd, bydd gofyn i chi weithio heb oruchwyliaeth wrth redeg yr adeilad yn absenoldeb y Rheolwr.

<p>Telerau Cytundebol sy'n Gysylltiedig â'r Swydd</p>	<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>
<p>Dyletswyddau a chyfrifoldebau</p>	
<p><b>Goruchwylio</b></p>	
<ul style="list-style-type: none"> <li>• Gweithio fel y pwynt cyswllt uwch yn ystod shifftiau, gan sicrhau cyflenwi gwasanaeth gweithredol llyfn.</li> <li>• I agor ac yn cau'r adeiladau, gweithredu'r canolfan yn ddyddiol a bod yn gyfrifol am ddiogelwch y safle.</li> <li>• I oruchwylio a chyfeirio'r Swyddogion Gweithrediad / Derbynnnyddion / Hyfforddwyr Gweithgarwch Corfforol a staff eraill yn y cyfleuster ac i sicrhau bod adnoddau'r cyngor yn cael eu defnyddio yn y modd mwyaf effeithlon.</li> <li>• I helpu gyda datblygu a gweithredu'r holl ddeddfwriaeth a arferion Iechyd a Diogelwch lle bo'n briodol.</li> <li>• I ddarparu goruchwyliaeth briodol ar weithgareddau ochr sych yn unol â gweithdrefnau gweithredu.</li> </ul>	
<p><b>Rheoli Ansawdd a Pherfformiad</b></p>	
<ul style="list-style-type: none"> <li>• I helpu gyda darparu gwasanaeth o ansawdd uchel, effeithlon ac effeithiol i bob cwsmer a chwsmeriaid posibl.</li> <li>• I helpu gyda dosbarthu a monitro dyletswyddau i aelodau'r staff er mwyn sicrhau lefelau gwasanaeth cyson, a bod pawb yn ymwybodol o anghenion y gwasanaeth.</li> <li>• I ddilyn rhaglen o ddatblygiad proffesiynol parhaus, gan gynnwys cynllun NVQ</li> <li>• I sicrhau bod ymwelwyr y Ganolfan Lles yn cael profiad cwsmer cadarnhaol</li> <li>• Ymddwyn yn broffesiynol ac yn unol â chod ymddygiad yr Awdurdod Lleol</li> <li>• Mynd i ddiwrnodau hyfforddiant staff rheolaidd i gynnal cymwysterau a CPD personol</li> <li>• Cynnal archwiliadau cyfleuster rheolaidd i sicrhau glendid, diogelwch, a bod yn barod i'w ddefnyddio</li> <li>• Sicrhau cydymffurfiaeth â pholisïau iechyd a diogelwch, gofynion diogelu, a phrif asesiadau risg</li> <li>• Adnabod problemau gweithredol a chyfrannu at fentrau gwelliant parhaus</li> </ul>	
<p><b>Cyfathrebu</b></p>	
<ul style="list-style-type: none"> <li>• Hyrwyddo amgylchedd croesawgar a chynhwysol drwy ymgysylltu cadarnhaol gyda defnyddwyr a galluogi i gynorthwyo dinasyddion o bob oedran; ateb eu hymholiadau a'u pryderon a sicrhau eu bod yn cael mynediad at wybodaeth gyfredol.</li> <li>• Cyfarfod â'r Rheolwr Tîm a'r Cydlynnydd a staff uwch eraill yn rheolaidd i sicrhau bod cyfathrebu a nodau gweithredol wedi'u cyflawni.</li> <li>• Delio ag ymholiadau, cwynion, a adborth gyda thosturi a ymatebion canolbwyntiedig ar atebion.</li> </ul>	

- Cyfathrebu diweddariadau gweithredol, gwybodaeth diogelwch, ac disgwyliadau i'r staff ar shift.

## Swyddogaethol

- Sicrhau bod y cyfleusterau'n lân ac yn ddiogel i'w defnyddio gan staff a chleientiaid.
- Cynorthwyo gyda chynnal a chadw offer a gweithrediad planhigion yn unol â chanllawiau a bod offer yn cael eu codi a'u dadgodi yn unol â dulliau gwaith diogel.
- Cynorthwyo gyda chyflwyno, hyfforddi, goruchwyllo, a datblygu'r holl staff sy'n gweithio yn y cyfleuster.
- Delio â chleientiaid o ran ymholiadau, gwybodaeth, sylwadau, a chwynion.
- Cynorthwyo gyda dyletswyddau gweinyddol cyffredinol gan gynnwys rota staff, rhaglennu, archebion ac ati.
- Ymlacio swyddi staff eraill fel y bo angen gan gynnwys cynorthwyo mewn derbynfa, ac derbyn ffi a gwadau, archebion, ac ymholiadau cyffredinol.
- Cynorthwyo wrth gyflwyno gweithgareddau cynhwysol ar draws ardal Cwpana Iechyd a Lles.
- Cynorthwyo wrth gyflwyno dosbarthiadau ac ymgynghoriadau fel a phan fo angen
- Darparu cefnogaeth a chymryd cyfrifoldeb mewn cyfleusterau hamdden eraill o fewn Cyngor Sir Ceredigion fel a phan fo angen.
- I sicrhau diogelwch Canolfan Lles, ei chyfarpar, a'i gynnwys ar bob adeg.
- Sicrhau bod yr holl weithgareddau a gweithrediadau yn cael eu cynnal yn unol â gweithdrefnau gweithredu Canolfannau Lles a pholisi Iechyd a Diogelwch.
- Bod yn hyblyg o ran oriau gwaith fel y'u neilltuir drwy sail rota i gwrdd â gofynion gwasanaeth, yn ogystal â lleoedd eraill o fewn Gwasanaeth Canolfan Lles.
- Cynorthwyo gyda hyrwyddo a datblygu'r gwasanaeth yn unol â Chynllun Busnes Corfforaethol y Cyngor.
- Cynnal gwybodaeth weithredol gyfredol am y 'gwasanaethau' a ddarperir yn y Ganolfan Lles ac yn ardal Hwb Lles ehangach.
- Mynd i hyfforddiant ac ymgymryd â datblygiad proffesiynol parhaus eich hun i wella'r ddarpariaeth a'r cyfleoedd a ddarperir i'r dinasyddion yn y Ganolfan Lles.
- Ym mhob amser bod yn llysgenhadon ar gyfer Gwasanaeth Canolfan Lles / Porth Cymorth Cynnar a Chyngor Ceredigion, trwy gynorthwyo cyfathrebu a/neu gysylltu â staff mewn adrannau gwasanaeth, uwch reolwyr, Aelodau Lleol, aelodau'r cyhoedd ac asiantaethau eraill.
- I ymgymryd â unrhyw swyddogaethau eraill a allai gael eu dyrannu.
- Cynorthwyo gyda neilltuadau, prosesau aelodaeth, a thrafodion pwynt gwerthu pan fo angen.

## Manyleb Personol

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	<ul style="list-style-type: none"> <li>• Addysg o safon dda o addysg gyffredinol lefel TGAU / NVQ neu gyfwerth mewn chwaraeon / hamdden.</li> <li>• Cymhwyster cymorth cyntaf cydnabyddedig (neu barodrwydd i'w gael ar benodiad).</li> <li>• O leiaf 2 flynedd o brofiad yn gweithio mewn cyfleuster hamdden.</li> </ul>	
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 a nodwyd o fewn 2 mlynedd
Sgiliau Ieithyddol Saesneg	Gwrando/Siarad: <b>Lefel 4</b> Darllen: <b>Lefel 3</b> Ysgrifennu: <b>Lefel 3</b>	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> <li>• Sgiliau gwrando, llafar ac ysgrifenedig rhagorol a chymwys mewn defnyddio TGCh.</li> <li>• Dealltwriaeth o'r sector hamdden a hwyl.</li> <li>• Gallu i adnabod a blaenoriaethu anghenion unigolion.</li> <li>• Gallu i adeiladu cysylltiad â phlant a phobl o bob oed, teuluoedd, a grwpiau.</li> <li>• Weithio â sefyllfaoedd cymhleth a heriol ar adegau.</li> <li>• Gallu i weithio'n annibynnol ac fel rhan o dîm.</li> <li>• Lefel effeithiol o sgiliau rhyngpersonol.</li> <li>• Gallu i adeiladu a chynnal perthnasoedd proffesiynol â phartneriaid cyflawni, rhanddeiliaid, preswylwyr, a chymunedau.</li> <li>• Dealltwriaeth o bwysigrwydd cyfrinachedd.</li> <li>• Cydnabod gwerth datblygiad proffesiynol parhaus.</li> <li>• Gallu i oruchwylio staff, dyrannu tasgau, a chynnal safonau gweithredol uchel.</li> <li>• Sgiliau TG sylfaenol i gefnogi archebion, prosesau aelodaeth, a systemau gweithredol.</li> </ul>	
Profiad Hanfodol	<ul style="list-style-type: none"> <li>• Profiad o'r diwydiant chwaraeon a lles.</li> <li>• Profiad o arwain tim yn ystod shift.</li> <li>• Profiad o reoli adeilad a delio gydag unrhyw ddigwyddiadau iechyd a diogelwch.</li> <li>• Profiad o wasanaethau cwsmeriaid a delio gyda amryw o gwestynnau gwahanol.</li> <li>• Profiad o cyfathrebu gyda cwsmeriaid o bob oed dros y ffon neu'n ddigidol.</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>• Cymhwysterau hyfforddi chwaraeon.</li> <li>• Parodrwydd I fynychu cyrsiau fel bo'r angen.</li> </ul>	

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Dymunol

Cymhwysterau / Hyfforddiant

- Cymhwyster rheoli pyllau nofio.
- Cymhwyster hyfforddwr ffitrwydd neu hyfforddiant personol.
- Cymhwysterau hyfforddi chwaraeon.
- Cymhwyster Achubwr Bywydau mewn pyllau nofio.

Sgiliau Ymarferol / Personol

- Meddu ar ddealdwriaeth dda o ganllawiau lechyd a Diogelwch.

## Job Description

Post Name	Wellbeing Centres Dryside Duty Officer
Service	Porth Cymorth Cynnar
Grade	6
Spinal Point/s	7 - 10
Salary	£26,403 - £27,694 y flwyddyn
Job Purpose	<ul style="list-style-type: none"> <li>• A Dryside Duty Officer ensures the safe, efficient, and customer-focused operation of all dryside areas within the leisure and wellbeing centre. They are responsible for opening and closing the facility, completing essential checks, and ensuring all areas are clean, prepared, and compliant with health and safety standards. By maintaining a visible presence across sports halls, studios, fitness suites, meeting rooms, and communal areas, they support customers, respond to incidents, and uphold a welcoming, inclusive environment for all users.</li> <li>• The role also provides on-shift leadership, coordinating staff, managing bookings and activity transitions, and ensuring high-quality service delivery across all dryside programmes. Through effective communication, problem-solving, and operational oversight, the Dryside Duty Officer assists the senior management team maintain smooth centre operations, supporting community groups and partners, and contributing to the overall wellbeing experience offered by the facility.</li> </ul>
Location	Lampeter Wellbeing Centre (May be required to work at other Wellbeing Centres on occasions)
Hours of Work	37 hours
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Team Manager Wellbeing Hubs (Mid & South)
Supervisory/Managerial Responsibilities	Supervise the building and staff when on shift
Accountability	Will be required to follow general safe operating instructions and plans of work on a daily basis to ensure facility runs effectively and safely. Will be required on occasions to work unsupervised and operate the building in the absence of the Manager.
Contractual Terms Associated with the Post	Evening and Weekend work on a rota.

	This post is subject to an Enhanced Child DBS check, including a check against the Children's Barred List.
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## Duties and Responsibilities

### Supervisory

- Act as the senior point of contact during shifts, ensuring smooth operational delivery.
- To open and close the buildings, operate the centre on a day-to-day basis and be responsible for the security of the premises.
- To supervise and direct the / Operation Attendants / Receptionists / Instructors and other staff at the facility and to ensure that the council's resources are used in the most efficient manner.
- To assist with the development and implementation of all Health and safety legislation and practices where appropriate.
- To provide appropriate supervision of dryside activities in accordance with operating procedures.

### Quality & Performance management

- To assist with the delivery of a high quality, efficient and effective service to all customers and potential customers.
- To assist in the allocation and monitoring of duties to staff members to ensure consistent levels of service, and that all staff are aware of the service needs.
- To follow a programme of ongoing continuing professional development, including the NVQ scheme.
- To ensure that visitors to a Wellbeing Centre have a positive customer experience.
- Conduct yourself in a professional manner and in line with the LA code of conduct.
- Attend regular staff training days to maintain qualifications and personal CPD.
- Conduct regular facility checks to ensure cleanliness, safety, and readiness for use.
- Ensure compliance with health and safety policies, safeguarding requirements, and risk assessments.
- Identify operational issues and contribute to continuous improvement initiatives.

### Communication

- Promote a welcoming, inclusive environment through positive engagement with users and 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 meet with the Team Manager and Co-ordinator and other senior staff regularly to ensure communication and operational objectives are met.
- Handle enquiries, complaints, and feedback with empathy and solution-focused responses.
- Communicate operational updates, safety information, and expectations to staff on shift.

### Functional

- To ensure that the facilities are clean and safe to use by both staff and customers.
- To assist with the maintenance of equipment and operation of plant in accordance with guidelines and that equipment is erected and dismantled in accordance with safe methods of work.
- To assist with the Induction, training, supervision, and development of all staff employed within the facility.
- To deal with customers with regards to enquiries, information, comments, and complaints.
- To assist with general administration duties including staff rotas, programming, bookings etc.
- To relieve other staff positions as required including reception duties cover, and receive fees and charges, bookings, and general enquiries.
- To assist in the delivery of inclusive activities throughout the Wellbeing Hub area.
- To assist with delivery of classes and inductions as and when required.
- To provide support and cover at other leisure facilities within Ceredigion County Council as and when required.
- To ensure the security of the Wellbeing Centre, its equipment, and contents at all times
- 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.
- To maintain an up to date working knowledge of the 'services' delivered at the Wellbeing Centre and in the wider Wellbeing Hub area.
- 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.
- 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.
- Assist with bookings, membership processes, and point-of-sale transactions when required.

Job Evaluation Post Ref

JD 1903

## Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	<ul style="list-style-type: none"> <li>• Educated to a good standard of general education GCSE level / NVQ or equivalent in sport / leisure.</li> <li>• Recognised first aid qualification (or willingness to obtain upon appointment).</li> <li>• Minimum of 2 years' experience working in a leisure facility.</li> </ul>	
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 3</b> Writing <b>Level 3</b>	The English linguistic skills noted are required on appointment
Practical and personal skills	<ul style="list-style-type: none"> <li>• Excellent listening, oral and written communication skills and competent in the application of ICT.</li> <li>• An understanding of the recreation and leisure sector.</li> <li>• Ability to identify and prioritise the needs of individuals.</li> <li>• Ability to build rapport with children and people of all ages, families, and groups.</li> <li>• At times deal with complex and difficult situations.</li> <li>• Ability to work independently and as part of a team.</li> <li>• Effective level of inter-personal skills.</li> <li>• Ability to build and maintain professional relationships with delivery partners, stakeholders, residents, and communities.</li> <li>• An understanding of the importance of confidentiality.</li> <li>• Recognise the value in continuous professional development.</li> <li>• Ability to supervise staff, allocate tasks, and maintain high operational standards.</li> <li>• Basic IT skills to support bookings, membership processes, and operational systems.</li> </ul>	
Required Experience	<ul style="list-style-type: none"> <li>• Experience of sport and physical activity.</li> <li>• Experience of leading a team during shift.</li> <li>• Experience of managing a building and dealing with any H&amp;S incidents / issues.</li> <li>• Experience within customer services and in identifying and addressing customer needs.</li> <li>• Experience of communicating with people of all ages in person, via telephone or digitally.</li> </ul>	

Training/education required to be undertaken for the post/worked towards	<ul style="list-style-type: none"> <li>• Hold sports coaching awards.</li> <li>• Willingness to attend courses as required.</li> </ul>
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Desirable	
Qualifications / Training	<ul style="list-style-type: none"> <li>• Pool Plant Qualification.</li> <li>• Gym Instructor / Personal training qualification.</li> <li>• Sport, coaching or fitness qualification in a relevant subject.</li> <li>• Pool lifeguard qualification.</li> </ul>
Practical / Personal Skills	<ul style="list-style-type: none"> <li>• Possess a thorough understanding of current Health and Safety Legislation .</li> </ul>