

Disgrifiad Swydd

Teitl y Swydd	Cynghorydd Cyswllt Cwsmeriaid a Llyfrgelloedd
Gwasanaeth	Cyswllt Cwsmeriaid
Graddfa	6
Pwynt/iau Cyflog	7 - 10
	£26,403 - £27,694 y flwyddyn
Pwrpas y Swydd	- Bod yn aelod o'r Gwasanaeth Cyswllt Cwsmeriaid Corfforaethol a thîm y Llyfrgell, sy'n darparu gwasanaeth parchus, effeithlon ac effeithiol i gwsmeriaid. - Mynd i'r afael ag ymholiadau wyneb yn wyneb wrth gwsmeriaid a darparu ymateb boddhaol sy'n arddangos empathi a thosturi. - Bod yn gyfrifol am gynnal a datblygu gwasanaeth llyfrgell Ceredigion. - Darparu gwybodaeth a chynghor i gwsmeriaid yn unol â Siarter Cwsmeriaid y Cyngor.
Lleoliad	Llyfrgell Aberaeron. Gall gael ei ofyn i weithio yng nghennau eraill ar achlysurol.
Oriau Gwaith	37 awr yr wythnos, ar sail rota: Dydd Llun - Dydd Sadwrn
Math o Gytundeb	Llawr amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Arweinydd Tîm Cyswllt Cwsmeriaid: Llyfrgelloedd
Cyfrifoldebau Goruchwyllo / Rheoli	Amherthnasol
Atebolrwydd	- Bydd yn ofynnol i ddeiliad y swydd weithio o fewn canllawiau, polisïau, gweithdrefnau a deddfwriaeth benodol. - Gall y swydd ddatblygu gyda dulliau gweithio sy'n newid ac i fynd i'r afael â blaenoriaethau gwasanaeth a bydd y dyletswyddau yn 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 bodloni.
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	
Dyletswyddau a chyfrifoldebau	
- Bod yn bwynt cyswllt cyntaf ar gyfer ymholiadau wyneb yn wyneb ac i ateb neu gyfeirio pob ymholiad mewn modd adeiladol. - Derbyn a bod yn gyfrifol am daliadau a wneir mewn perthynas ag arian sy'n ddyledus i'r Cyngor ac i gyfrif yn gywir am bob taliad a wneir.	

- Paratoi a chysoni derbyniadau diwedd dydd yn barod ar gyfer gwasanaethau casglu banciau.
- Cynnal gwiriadau a dilysu ar ddogfennau a gyflwynir i'r awdurdod e.e. DBS, Bathodynau Glas, tystysgrifau, ac adnabod.
- Cynorthwyo a chyflawni dyletswyddau llyfrgell cyffredinol.
- Bod yn gyfrifol am gyhoeddi a dychwelyd llyfrau, a chyfryngau eraill gan ddefnyddio'r system gyfrifiadurol llyfrgell.
- Sicrhau cydymffurfiaeth ag Is-ddeddfau'r Llyfrgell.
- Gwnewch yn siŵr bod yr holl stoc yn cael ei ddisodli mewn trefn ar y silffoedd.
- Bod â gwybodaeth drylwyr o Wasanaethau'r Cyngor.
- Sicrhau bod pob agwedd o fewn y gwasanaeth yn cael ei gynnal yn unol â deddfwriaeth gorfforaethol a gwasanaeth gyfredol, rheoliadau, arfer gorau cydnabyddedig.
- Delio â materion cwsmeriaid anodd a datrys cwynion gan gwsmeriaid a chysylltu â meysydd gwasanaeth eraill i ymateb yn effeithiol i fethiannau gwasanaeth a materion dadleuol.
- Cynorthwyo i ddefnyddio'n effeithlon o systemau cyfrifiadurol a gwe ar gyfer y gwasanaeth ac i gynorthwyo'r cyhoedd.
- Cael mynediad at fanylion perthnasol ymholiadau i'r System Rheoli Cofnodion Corfforaethol (CRM) a'r System Rheoli Llyfrgell (LMS) a'r System Rheoli Llyfrgell (LMS) a'u cofnodi'n gywir.
- Cymryd rhan weithredol mewn Cyfarfodydd Tîm a chyfrannu tuag at hyfforddiant a chymryd rhan mewn hyfforddiant.
- Bod yn hyblyg o ran oriau gwaith fel y'u dyrennir trwy sail rota i dalu am ofynion gwasanaeth.
- Sicrhau bod gofynion lechyd a Diogelwch yn cael eu cadw.
- Hwyluso digwyddiadau cwsmeriaid yn ôl yr angen.
- Er mwyn sicrhau bod yr amgylchedd gwaith a'r "diogel" yn cael eu gadael yn ddiogel bob amser. Gan gynnwys cyfrifoldeb a rennir am allweddi diogel a llyfrgell.
- Pan fo'n ofynnol bod yn gyfrifol am agor a chau adeiladau, a chyfrifoldebau cysylltiedig.
- Bob amser bod yn llysgennad i Gyngor Ceredigion, drwy gynorthwyo cyfathrebu a/neu gyswllt â staff mewn adrannau gwasanaeth, uwch reolwyr, Aelodau Lleol, aelodau o'r cyhoedd ac asiantaethau eraill.

Manyleb Person

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	- TGAU (gan gynnwys Cymraeg neu Saesneg, a Mathemateg) neu gymwysterau cyfatebol, neu arddangos mwy na blwyddyn o brofiad perthnasol. - Y gallu i fynychu lleoliad/lleoliadau gwaith.	
Sgiliau ieithyddol Cymraeg	Gwrando/Siarad: Lefel 4 Darllen: Lefel 4 Ysgrifennu: Lefel 4	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad.
Sgiliau ieithyddol Saesneg	Gwrando/Siarad: Lefel 4 Darllen: Lefel 4 Ysgrifennu: Lefel 4	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad.
Sgiliau Ymarferol / Personol	- Rhoi'r cwsmer yn flaenaf. - Hunan-gymhellol. - Dull arloesol a hyblyg o weithio. - Ymrwymedig i gyfle cyfartal a chynhwysiant cymdeithasol. - Wedi ymrwymo i hyfforddi, dysgu a datblygu fel person. - Person cwrtais a chyfeillgar. - Parodrwydd i ddysgu am wasanaethau cwsmeriaid ledled yr awdurdod.	
Profiad Hanfodol	Profiad o ddelio â chwsmeriaid	
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	- CRS (Hyfforddiant Derbyn Arian Parod), System rheoli llyfrgell gan gynnwys unrhyw systemau mewnol eraill sy'n ofynnol ar gyfer y rôl. - Gwybodaeth am wasanaethau'r cyngor	

Dymunol	
Cymwysterau / Hyfforddiant	Gwasanaethau Cwsmeriaid Lefel 3 NVQ
Sgiliau Ymarferol / Personol	- Profiad o dderbyn a phrosesu Taliadau. - Profiad o ddelio â chwsmeriaid heriol.

Job Description

Post Name	Customer Contact and Library Advisor
Service	Customer Contact
Grade	6
Spinal Point/s	7 - 10
Salary	£26,403 - £27,694 per annum
Job Purpose	- To be a member of the Corporate Customer Services & Library team who provide a courteous, efficient and effective service to customers. - To deal with face to face enquiries from customers and provide a satisfactory response, displaying empathy and compassion. - To be responsible for maintaining and developing the Ceredigion library service. - To provide information and advice to customers in accordance with the Council's Customer Charter.
Location	Aberaeron Library. May be required to work in other locations on occasion.
Hours of Work	37 hours per week, rota based: Monday - Saturday
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Customer Contact Team Leader: Libraries
Supervisory/Managerial Responsibilities	Not applicable
Accountability	- 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.
Contractual Terms Associated with the Post	

Duties and Responsibilities

- To be the first point of contact for face to face enquiries and to answer or refer all queries in a constructive manner.
- To receive and be responsible for payments made in respect of money owing to the Council and to accurately account for each payment made.
- To prepare and reconcile end of day takings in readiness for banking service collection.
- To perform checks and validation on documents presented to the authority e.g. DBS, Blue Badges, certificates, and identification.
- To assist and carry out general library duties.
- To be responsible for issuing and returning books, and other media using the library computer system.
- Ensure compliance with the Library Bye-laws.
- Ensure that all stock is replaced in order on the shelves.
- To have a thorough knowledge of Council Services.
- To ensure that all aspects of the service are carried out in accordance with current corporate and service legislation, regulations, recognised best practice.
- To deal with difficult customer issues, resolving complaints from customers and liaising with other service areas to effectively respond to service failures and contentious issues.
- To assist in the efficient use of computer and web based systems for the service and to assist the public.
- To access and accurately record relevant details of enquiries to the Corporate Records Management System (CRM) and the Library Management System (LMS).
- To actively participate in and contribute towards Team Meetings and engage in training.
- To be flexible in terms of working hours as allocated via a rota basis to cover service requirements.
- To ensure Health and Safety requirements are adhered to.
- To facilitate customer events as required.
- 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.
- At all times be an ambassador for Ceredigion Council, by assisting communications and/or liaison with staff in service departments, senior management, Local Members, members of the public and other agencies.

Job Evaluation Post Ref

JD 1818

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	- GCSEs (including English or Welsh, and Maths) or equivalent qualifications, or demonstrate more than 1-year relevant experience. - Ability to attend work location/s.	
Welsh Linguistic Skills	Listening/Speaking: Level 4 Reading: Level 4 Writing: Level 4	The Welsh linguistic skills noted are required on appointment.
English Linguistic Skills	Listening/Speaking: Level 4 Reading: Level 4 Writing: Level 4	The English linguistic skills noted are required on appointment.
Practical and personal skills	- Customer focused. - Self-motivated. - Innovative & flexible approach to work. - Committed to equal 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.	
Required Experience	Experience of dealing with customers.	
Training/education required to be undertaken for the post/worked towards	- CRS (Cash receipting Training), Library management system including any other internal systems required for the role. - Knowledge of council services.	

Desirable	
Qualifications / Training	Customer Services NVQ Level 3.
Practical / Personal Skills	- Experience of receiving and processing payments. - Experience of dealing with challenging customer interactions.