

Disgrifiad Swydd

Teitl y swydd	Swyddog Cludiant
Cyfeirnod at ddibenion Gwerthuso Swyddi	JD 589-02
Maes gwasanaeth	Priffyrdd a Gwasanaethau Amgylcheddol, Gwasanaethau Cludiant, yr Uned Gorfforaethol Cludiant Teithwyr
Graddfa SCP a chyflog	9: £36,581 - £38,510 y flwyddyn
Diben y swydd	Bydd deiliad y swydd yn gyfrifol am sicrhau bod y gwasanaethau cludiant teithwyr a ddarperir yn y sir o dan contractau yn gweithio'n effeithiol ac yn unol â pholisïau, a'r rheini'n wasanaethau ar gyfer y cyhoedd, y Gwasanaethau Dysgu a'r Gwasanaethau Cymdeithasol. Bydd deiliad y swydd yn gyfrifol am reoli'r holl faterion gweithredol sy'n codi yn y maes o ddydd i ddydd gyda chontractwyr, rhieni, ysgolion, colegau a chydweithwyr ar draws adrannau / gwasanaethau, yn enwedig y rheini yn y Gwasanaethau Dysgu a'r Gwasanaethau Cymdeithasol. Nid yw'r rhestr uchod yn gyflawn ac fe all newid o fewn cwmpas a gradd y swydd.
Lleoliad	Depo Glanyrafon, Aberystwyth
Oriau gwaith	37 awr yr wythnos
Math o contract	Amser llawn
Hyd y contract	Parhaol
Teitl swydd y Rheolwr Llinell uniongyrchol	Rheolwr yr Uned Gorfforaethol Cludiant Teithwyr
Cyfrifoldebau goruchwylio/rheoli – os ydyw'n berthnasol	Goruchwylio'r staff a ganlyn yn llwyr ac yn barhaus: • Technegydd Cludiant • Cynorthwydd Cludiant Bydd deiliad y swydd hefyd yn gyfrifol am benodi a goruchwylio'r holl hebryngwyr a gyflogir gan yr Awdurdod, goruchwylio'r hebryngwyr a gyflogir gan contractwyr, a goruchwylio'r gwasanaeth Ceir Cefn Gwlad. Dirprwyo ar ran Rheolwr yr Uned Gorfforaethol Cludiant Teithwyr (yr Uned) yn ôl y gofyn.
Dyletswyddau a chyfrifoldebau	Cynorthwyo Rheolwr yr Uned i roi ar waith y gwasanaethau cludiant teithwyr a ddarperir yn y sir yn fewnol ac o dan contractau.

- Bod yn gyfrifol am sicrhau bod y gwasanaethau cludiant teithwyr a ddarperir o dan gontractau'n gweithredu yn unol â pholisi'r Cyngor ar gludiant rhwng y cartref a'r ysgol, polisi cludiant y Gwasanaethau Cymdeithasol, a pholisïau cludiant cyhoeddus lleol.
- Cynorthwyo Rheolwr yr Uned i roi ar waith y gwasanaethau cludiant teithwyr a ddarperir yn y sir yn fewnol ac o dan gontractau.
- Bod yn gyfrifol am sicrhau bod y gwasanaethau cludiant teithwyr a ddarperir o dan gontractau'n gweithredu yn unol â pholisi'r Cyngor ar gludiant rhwng y cartref a'r ysgol, polisi cludiant y Gwasanaethau Cymdeithasol, a pholisïau cludiant cyhoeddus lleol.
- Cyfathrebu'n effeithiol â chydweithwyr, rhanddeiliaid a defnyddwyr gwasanaethau i sicrhau cydymffurfiaeth â chontractau a manylebau gwasanaethau.
- Cynorthwyo Rheolwr yr Uned i reoli gwariant o oddeutu £6 miliwn y flwyddyn ar gludiant.
- Sicrhau bod proses gyfathrebu effeithiol ar waith i rannu gwybodaeth am unrhyw faterion gweithredol â holl swyddogion yr Uned.
- Bod yn gyfrifol am wasanaethau cymorth cludiant, gan gynnwys y Cynllun Teithio Rhatach a'r cynlluniau ar gyfer dysgwyr y Gwasanaeth Cynhwysiant, ond heb fod yn gyfyngedig i'r cynlluniau hyn.
- Bod yn gyfrifol am drefnu amserlen i oruchwylio contractwyr ac i ymweld ag ysgolion i fonitro perfformiad contractwyr i sicrhau eu bod yn cydymffurfio â'u contractau. I wneud hyn, bydd angen cynnal arolygon ar ymyl y ffordd a gall fod angen gweithio'n hyblyg tu allan i'r oriau craidd.
- Bod yn gyfrifol am drafod â phenaethiaid faterion dadleuol a phryderon a godir fel rhan o'r gweithgareddau monitro a/neu ar ôl i rieni, gwarcheidwaid, ysgolion, colegau neu randdeiliaid eraill gysylltu â'r Uned.
- Cyfrannu at y gwaith o baratoi dogfennau tendro gwasanaethau cludiant, asesu a dadansoddi canlyniadau tendrau, a rheoli contractau'n gyffredinol a thrwy lwyfannau pwrpasol.
- Ar ran yr Uned, arwain y gwaith o ryngweithio â'r Gwasanaethau Cymdeithasol, yr Heddlu, ysgolion, rhieni a chontractwyr i ymchwilio i ddigwyddiadau, a'r rheini'n aml yn

ddigwyddiadau sensitif sy'n ymwneud â materion diogelu plant, a chadw cyfrinachedd bob amser.

- Cyd-drafod â swyddogion adrannau / gwasanaethau eraill i bennu arferion sy'n rhoi'r gwerth corfforaethol gorau, a'u rhoi ar waith.
- Ymgynghori â'r Gwasanaethau Dysgu ynghylch penderfyniadau polisi, gan ysgwyddo cyfrifoldeb dros eu rhoi ar waith o ran gweithrediadau cludiant.
- Meithrin a chynnal perthynas dda â chontractwyr drwy gyfuniad o gyfarfodydd a gohebiaeth ffurfiol rheolaidd a thrafodaethau anffurfiol mynych.
- Derbyn cwynion ac ymholiadau gan gwsmeriaid, ymateb iddynt a'u datrys.
- Ymdrin yn effeithiol â materion sy'n ymwneud â chludiant cyhoeddus sydd o ddiddordeb i'r cyhoedd, i wleidyddion ac i'r cyfryngau.
- Darparu gwybodaeth i baratoi dogfennau ac adroddiadau rheoli am faterion cludiant i'w hystyried gan Fwrdd yr Uned a'r Cabinet.
- O bryd i'w gilydd, cynrychioli'r Uned a/neu'r Cyngor mewn cyfarfodydd cyhoeddus, ymchwiliadau, a grwpiau cludiant rhyngadrannol a rhyngasiantaethol.
- Bod yn gyfrifol am weinyddu'r Asesiadau Risg Cludiant Rhwng y Cartref a'r Ysgol (Dysgwyr) ar gyfer pob gwasanaeth cludiant rhwng y cartref a'r ysgol a ddarperir o dan gontract, a hynny yn unol â gofynion Llywodraeth Cymru.
- Mynd ati i gyflawni amcanion a dyletswyddau cyffredinol yr Adain. Mynd i'r afael â'r polisiâu a'r trefniadau iechyd a diogelwch mewn ffordd ragweithiol i gynnal arferion gweithio diogel o safon uchel.
- Bod yn gyfrifol am fynd ati ar fyr rybudd i drefnu cludiant tymor byr brys i ddysgwyr.
- Bod yn gyfrifol am drefnu cludiant Anghenion Addysgol Arbennig / Anghenion Dysgu Ychwanegol a chludiant i Blant sy'n Derbyn Gofal, ac ysgwyddo cyfrifoldeb dros y cludiant hwnnw, gan sicrhau bod yr holl faterion diogelu yn cael sylw a chan fod yn sensitif i anghenion cymhleth pob unigolyn, ac yn ystyriol ohonynt. Mewn achosion o'r fath, bydd yn hollbwysig gweithredu'n bwyllog ac yn sensitif.

- Trefnu hyfforddiant ar gyfer yr holl hebryngwyr/gyrwyr sy'n cludo cleientiaid ag anghenion arbennig, a hwnnw'n hyfforddiant pwrpasol ar gyfer anghenion amrywiol y cleientiaid.
- Bod yn gyfrifol am yr holl stoc sy'n ymwneud â'r peiriant argraffu CMS ar gyfer Cardiau Teithio Rhatach, sicrhau bod trwyddedau'n parhau i fod yn gyfredol, ac asesu a yw ymgeiswyr yn gymwys.
- Bydd deiliad y swydd yn gyfrifol am ffôn symudol ac am y data a ganlyn a gesglir gan yr Uned i fodloni gofynion adrodd a pherfformiad:
 - CMS – Cardiau Teithio Rhatach Llywodraeth Cymru
 - Omnitimes (neu feddalwedd o'r fath) – amserlenni bysiau
 - Cludiant i Ddysgwyr – manylion disgyblion, contractwyr, llwybrau
 - Anghenion Addysgol Arbennig (AAA) – manylion disgyblion a'u hanghenion, contractwyr, hebryngwyr
 - Cynradd – manylion disgyblion, contractwyr, llwybrau
 - Taliadau – manylion prisiau pob llwybr a manylion anfonebu
 - Y Gwasanaeth Datgelu a Gwahardd, yswiriant, tystysgrifau MOT – manylion yr holl yrwyr a cherbydau

Bydd angen profiad o ddefnyddio'r cronfeydd data a ganlyn hefyd:

- Edufinancials
- Logica
- Bydd gofyn i ddeiliad y swydd ymgymryd â rhai o ddyletswyddau'r swydd drwy weithio ar ei ben/phen ei hun.
- Pan fydd pryderon wedi dod i'r amlwg, bydd gofyn i ddeiliad y swydd ymweld â therfynfeydd a safleoedd bws, safleoedd casglu dysgwyr, ac ardaloedd parcio bysiau i gyflawni rhai o'i (d)dyletswyddau. Gall hyn gynnwys gweithio wrth ymyl traffig sy'n symud a phrifyrdd cyhoeddus ac mewn tywydd garw. Gall fod angen ymgymryd â'r ymweliadau hyn i fynd i'r afael â phryderon iechyd a diogelwch, felly bydd rhaid rhoi blaenoriaeth iddynt.
- Bydd pethau'n tarfu ar waith deiliad y swydd a bydd blaenoriaethau'n newid yn rheolaidd. Bydd disgwyl iddo/iddi gadw'r ddysgl yn wastad rhwng blaenoriaethau sy'n gwrthdaro a galwadau am adnoddau sy'n gwrthdaro, er enghraifft materion ymddygiad ar wasanaethau i ddysgwyr,

	talw anfonebau, ac ymdrin â cheisiadau i gael cludiant AAA, a hynny yn rheolaidd ac yn aml. • Dyletswyddau eraill sy'n gymesur â gradd y swydd ar gais Rheolwr yr Uned. Gall hyn gynnwys dirprwyo ar ran Rheolwr yr Uned.
Atebolrwydd	Mae'n ofynnol i ddeiliad y swydd weithio'n barhaus o'i ben/phen a'i bastwn/phastwn ei hun a mynd ati'n barhaus i reoli ac i ysgogi'r Technegydd Cludiant a'r Cynorthwyydd Cludiant. Deiliad y swydd fydd yn gyfrifol am ddehongli'r canllawiau a'r polisïau ac am roi gwasanaeth effeithiol a fforddiadwy ar waith i sicrhau bod modd i'r Awdurdod fodloni ei amcanion a'i gyfrifoldebau statudol.

Manyleb Person

Y cymwysterau academaidd/proffesiynol/technegol/galwedigaethol (gan gynnwys lefel y cymhwyster) sy'n ofynnol ar gyfer y swydd	Addysg hyd at NVQ Lefel 4 mewn cludiant/trafnidiaeth neu ddisgyblaeth briodol, neu o leiaf bedair blynedd o brofiad mewn maes sy'n gysylltiedig â chludiant. Bydd angen l ddeiliad y swydd allu teithio l wahanol leoliadau ledled y sir ar fyr rybudd, gan ddefnyddio cludiant personol, i ymateb yn brydlon i angenion y gwasanaeth.			
Lefel y sgiliau ieithyddol sy'n ofynnol ar gyfer y swydd (Gweler y canllawiau iaith ar Cerinet)	Gweler y tabl isod. <i>*Sylwch: Bydd yn ofynnol i'r ymgeisydd llwyddiannus ddysgu'r iaith cyn pen dwy flynedd ar ôl ei benodi/phenodi os nad yw eisoes yn siarad Cymraeg.</i>			
	Gwrando/Siarad	Darllen	Ysgrifennu	
Saesneg (Lefelau Fframwaith ALTE)	5	5	5	Hanfodol
Cymraeg (Lefelau Fframwaith ALTE)	4	4	3	Hanfodol*
Sgiliau ymarferol/personol sy'n ofynnol ar gyfer y swydd	- Hyfedredd mewn TGCh a phrofiad o ddefnyddio meddalwedd dechnegol fel: - Systemau GIS - Meddalwedd Asset Database - Y gallu i weithio ar ei ben/phen ei hun, neu fel aelod o dîm, gan ddibynnu ar ofynion y sefyllfa - Y gallu i arwain drwy esiampl ac i ysgogi ac ysbrydoli eraill i gyflawni amcanion - Y gallu i ymgymryd â thasgau'n gywir - Y gallu i flaenoriaethu'r llwyth gwaith ac i fodloni dyddiadau cau - Sgiliau rheoli arian ac adnoddau - Sgiliau cyfathrebu da ar lafar ac yn ysgrifenedig - Dealltwriaeth o anghenion arbennig unigolion - Y gallu i gydweithio ag amryw o bobl o wahanol gefndiroedd, gwasanaethau eraill a sefydliadau sy'n bartneriaid, ac i gyfathrebu'n effeithiol â nhw - Proffesiynoldeb a'r gallu i gynnal perthynas briodol â chyd-swyddogion, Aelodau'r Cyngor, sefydliadau allanol a chontractwyr - Y gallu i barchu ac i gadw cyfrinachedd - Y gallu i weithredu'n bwyllog ac yn fedrus ac i ddefnyddio sgiliau negodi i ymdrin â materion dadleuol a sensitif - Agwedd gwrtais a phroffesiynol			

Profiad sy'n ofynnol ar gyfer y swydd	• Profiad o ddefnyddio TGCh – gan gynnwys rhaglenni Microsoft Office (prosesu geiriau, e-bost, taenlenni a chronfeydd data) a'r Rhyngwrdd. • Bod yn gyfarwydd â materion sy'n ymwneud â chludiant, yn enwedig gwybodaeth am weithrediadau cludiant i deithwyr. • Profiad o weithio gyda'r cyhoedd. • Dealltwriaeth o weithdrefnau llywodraeth leol.
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	Bydd gofyn ymgymryd â hyfforddiant a bennir ac y cytunir arno â'r rheolwr llinell fel rhan o arfarniadau tîm neu unigol. Bydd gofyn i ddeiliad y swydd fodloni'r gofynion ieithyddol cyn pen dwy flynedd ar ôl ei benodi/phenodi i'r swydd. Darperir hyfforddiant yn ôl y gofyn.
Sgiliau/cymwysterau dymunol	• Gwybodaeth am faterion diogelu wrth ymdrin â phlant ac oedolion sy'n agored i niwed • Profiad blaenorol o weithio ym maes llywodraeth leol neu yn y diwydiant trafnidiaeth • NVQ mewn Cludiant i Deithwyr ar y Ffordd • Profiad o ddefnyddio Omnibus/Omnitimes – meddalwedd dechnegol i lunio amserlenni bysiau

Job Description

Post Name	Transport Officer
Job Evaluation Post No	JD 589-02
Service Area	Highways and Environmental Services, Transport Services, Corporate Passenger Transport Unit
Grade SCP and salary	9: £36,581 - £38,510 per annum
Job Purpose	The post holder will be responsible for ensuring that the operation of contracted public, Education and Social Services passenger transport services in the county are operated efficiently and in accordance with policy. The post holder will be responsible for managing all of the day to day operational issues which arise in the area with contractors, parents, schools, colleges and cross departmental / service colleagues particularly those within the Learning and Social Services sections. The above is not exhaustive and is subject to change within the scope and grade of the post.
Location	Glanyrafon Depot, Aberystwyth.
Hours of Work	37 hours per week
Type of Contract	Full time
Length of Contract	Permanent
Immediate Line Managers job title	Corporate Passenger Transport Unit Manager
Supervisory/Managerial responsibilities – if applicable	Full and ongoing supervision for the following staff: • Transport Technician • Transport Assistant The post holder will also have responsibility for the appointment and supervision of all Car Escorts employed by the Authority, the supervision of Car Escorts employed by Contractors and also the supervision of the Country Cars service. To deputise for the Corporate Passenger Transport Unit Manager as necessary.
Duties and responsibilities	To support the Corporate Passenger Transport Manager Officer in the delivery of the Council's contracted and internally delivered Passenger Transport Services in the County. • Responsible for ensuring that contracted passenger transport services are operating in accordance with the

	Council's relevant home to school transport, Social Services transport and local public transport policies. • To support the Corporate Passenger Transport Unit Manager in the delivery of the Council's contracted and internally delivered Passenger Transport Services in the County. • Responsible for ensuring that contracted passenger transport services are operating in accordance with the Council's relevant home to school transport, Social Services transport and local public transport policies. • To communicate effectively with colleagues, stakeholders and service users to ensure compliance with contracts and service specifications. • To support the Corporate Passenger Transport Unit Manager in managing a transport budget spend of approximately £6 million per annum. • Ensuring an effective communication process is in place so that information relating to all operational issues is being communicated and disseminated throughout all Corporate Passenger Transport Unit (CPTU) officers. • Responsible for transport support services, including, but not limited to the Concessionary Fares Scheme, and Inclusion learners. • Responsible for organising a schedule for the supervision of contractors and visits to schools to monitor contractor performance to ensure contractual compliance. This will include conducting on site roadside surveys which may necessitate flexible working outside core time • Responsible for discussing with head teachers, contentious issues and concerns raised as part of monitoring activities and / or following contact from parents, guardians, schools colleges or other stakeholders. • To input into the preparation of passenger transport tender documents, assessment and analysis of the tender results and contract management generally and through dedicated platforms. • Lead on behalf of the CPTU service in interacting with Social Services, Police, schools, parents and contractors in the investigation of incidents which arise, often of a particularly sensitive nature, where child protection issues are involved and to maintain confidentiality at all times.
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- Liaise with Officers in other Departments / Services to identify and establish practices to give best corporate value.
- To consult with Learning Services on policy development decisions, with responsibility for their implementation with regard to transport operations.
- To develop and maintain good contractual relationships with contractors via a combination of regular formal meetings and correspondence and frequent informal discussion.
- To receive and respond to customer complaints and queries and provide resolutions
- To deal effectively with issues of public, political and media interest in relation to public transport issues
- Provide information in preparation of management reports and documentation on transport issues for CPTU Board and Cabinet consideration.
- To periodically represent the CPTU and or the Council at public meetings, inquiries, inter-departmental and inter-agency transport groups.
- Responsible for administering the Home to School (Learner) Transport Risk Assessments for all contracted Home to School (Learner) transport services as required by the Welsh Government
- To pursue the objectives and general duties of the Section. To address health and safety policies and arrangements in a pro-active manner to ensure that a high standard of safe working practices are maintained.
- Responsible, at short notice, for arranging short term emergency Learner Transport requirements.
- To be responsible for and for arranging Special Educational / Additional Learning Needs and Looked After Children transport, ensuring that all safeguarding issues are covered and also be sensitive to and consider the complex needs of each individual case, where in cases tact and sensitivity are paramount.
- To arrange training for all car escorts/drivers conveying special needs clients, the training being bespoke to the various needs of the clients.

	• Be responsible for all stock to do with the CMS printer for Concessionary Travel Passes and ensuring that licences are kept up to date and also assess the eligibility of applicants. • The post holder will be responsible for a mobile phone and for the following data collected by the Unit for reporting and performance requirements: • CMS – Welsh Government Concessionary Travel Passes • Omnitimes (or similar) – bus timetables • Leaner Transport – details of pupils, contractors, routes • Special Educational Needs (SEN) – details of pupils and their needs, contractors, escorts • Primary – details of pupils, contractors, routes • Payments – details of all prices of routes and invoice details • Disclosure Barring Service, Insurance, MOTs – details of all drivers and vehicles Experience is also required with the following databases: • Edufinancials • Logica • There will be a requirement for some of the duties of the post to be carried out as a lone worker. • There will be a requirement for some of the duties of the post holder, when concerns have been identified, to visit bus terminals and stops, leaner transport pick up stops and bus parking areas, which can include working in the vicinity of moving traffic, public highways and exposure to inclement weather. As these visits could be to address health and safety concerns the visits will have to be prioritised. • The post holder will be subject to regular disruption and changes to priorities and will be expected to resolve conflicting priorities and resource needs, for example between behavioural issues on Leaner Transport, invoice payments and requests for SEN transport, on a regular and frequent basis. • Other duties, commensurate with the grade of the post, as requested by the Corporate Passenger Transport Unit Manager that may include deputising for the Corporate Passenger Transport Unit Manager.
Accountability	There is a continuous requirement for the post holder to work on their own initiative and to manage on an ongoing basis and motivate the Transport Technician and Transport Assistant.

	It will be the responsibility of the post holder to interpret the available guidelines and policies and deliver an efficient and affordable service that will enable the Authority to meet its objectives and statutory responsibilities.
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Person Specification

The Academic / professional / Technical / vocational qualifications (including qualification Level) required for the post	Educated to NVQ 4 level in a transport or appropriate discipline or a minimum of 4 years' experience in a transport related field. Using their own travel arrangements, the postholder must be able to attend locations across the county at very short notice, in order to respond promptly to operational and service demands.			
Linguistic skills level required for the post (Please refer to guidance on ceri net)	See table below. <i>*Note: The successful candidate <u>will be required</u> to learn the language within 2 years of being appointed if he/she is not currently a Welsh speaker.</i>			
	Listening/ Speaking	Reading	Writing	
English (ALTE Framework Levels)	5	5	5	Essential
Welsh (ALTE Framework Levels)	4	4	3	Essential*
Practical/personal skills required for the post	• Highly ICT literate with experience in the use of technical software such as: - GIS systems - Asset Database Software • Ability to work individually, or as a team member, as the situation demands • Ability to lead by example, motivate and inspire others to achieve objectives • Ability to undertake tasks with accuracy • Ability to prioritise workloads and work to deadlines. • Financial control and resource management skills • Good communication skills, both oral and written • Understanding of special needs of individuals • The ability to work with a range of people from different backgrounds, other Services and partner organisations and communicate effectively with them • Professional and able to maintain appropriate relationships with fellow officers, Members within the Council and external organisations and contractors. • The ability to respect and maintain confidentiality • Ability for tact, diplomacy and negotiating skills in dealing with contentious and sensitive issues. • Courteous and professional manner.			
Experience required for the post	• ICT experience - including Microsoft Office suite (word processing, email, spreadsheet and database) and Internet. • Familiarity with issues relating to transport especially knowledge of Passenger Transport Operations. • Experience of working with the public. • An understanding of Local Government procedures.			

Training/education required to be undertaken for the post/worked towards	To undertake training as identified and agreed with line manager as part of team or individual appraisals. The post holder will be required to meet the linguistic levels within two years of the appointment and training will be provided as necessary.
Desirable Skills/Qualifications	• Knowledge of safeguarding issues when dealing with vulnerable children and adults • Previous experience of working in local government or within the transport industry. • NVQ in Road Passenger Transport. • Experience in the use of Omnibus/Omnitimes – bus timetables technical software.