

# Disgrifiad Swydd

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| Teitl y Swydd                                  | SGR Swyddog Cefnogaeth Weithredol Uwch                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Gwasanaeth                                     | Ysgolion, Gydol Oes a Diwylliant                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Graddfa                                        | 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Pwynt/iau Cyflog                               | 7 - 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Cyflog                                         | £27,274 - £28,608 y flwyddyn                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Pwrpas y Swydd                                 | <p>Bydd gan y swyddog gyfrifoldeb o dan reolaeth llinell Rheolwr Tim Dysgu a Sgiliau Galwedigaethol am gysylltiad â Sefydliadau Gwobrwy, cofrestru gwybodaeth dysgwyr HCT yn y systemau gwybodaeth reoli a systemau e-bortffolio a bod yn bwynt cyswllt cyntaf ar gyfer unrhyw gwestiynau sy'n ymwneud â gweinyddiad dysgu a chysiau.</p> <p>Byddant yn darparu cymorth gweithredol i staff rheoli a gweithwyr addysgu, gan gynnwys creu negeseuon cyfryngau cymdeithasol a deunyddiau hyrwyddol gan ddefnyddio gwybodaeth a ddarperir gan gydweithwyr a rheolwyr, a rheoli gwefan HCT.</p> |
| Lleoliad Gwaith Cytundebol                     | Hyfforddiant Ceredigion Training, Llanbadarn, Aberystwyth                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Oriau Gwaith                                   | 37 awr                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Math o Gytundeb                                | Llawn-amser                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Hyd y Cytundeb                                 | Dros Dro                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Teitl swydd y Rheolwr Llinell                  | Rheolwr Tîm – Dysgu a Sgiliau Galwedigaethol                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Cyfrifoldebau Goruchwylio / Rheoli             | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Atebolrwydd                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Telerau Cytundebol sy'n Gysylltiedig â'r Swydd | Mae'r swydd yn amodol ar wiriad Manylach DBS ar gyfer Plant, gan gynnwys gwiriad yn erbyn y Rhestr Waharddedig i Blant.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Dyletswyddau a chyfrifoldebau                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |            |
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| <ul style="list-style-type: none"> <li>• Mewnbynnu data sy'n ymwneud â dysgwyr a'u rhaglenni dysgu gan sicrhau ei fod yn cael ei brosesu yn unol â Llywodraeth Cymru, contractau a gweithdrefnau mewnol.</li> <li>• Cefnogi staff wrth ddarparu gwybodaeth am gyrsiau i ddysgwyr, addasu adnoddau a phapurau dysgwyr a chymryd cofnodion cyfarfodydd yn ôl yr angen (gan gynnwys mynychwyr mewnol ac allanol).</li> <li>• Cydlynu â Sefydliadau Gwobrau, dysgwyr a rhanddeiliaid eraill, gan arwain ar faterion fel cofrestrï dysgwyr, archebu arholiadau, adrodd canlyniadau, ardystio a chyfathrebu newidiadau i gymwysterau o dan arweiniad rheolwyr ac gan ddefnyddio gwybodaeth arbenigol i ddatrys unrhyw broblemau.</li> <li>• Goruchwylïo stoc o eitemau defnyddiol a nwyddau swyddfa, codi archebïon wrth yr angen a phrosesu anfonebau.</li> <li>• Codi anfonebau ar gyfer cyrsiau, olrhain a monitro incwm, ac ymdrin â thalu arian parod i swyddfeydd yr awdurdod lleol.</li> <li>• Goruchwylïo arholiadau, sicrhau bod polisïau'r cyrff dyfarnu yn cael eu dilyn ac i unrhyw faterïon gael eu dogfennu a'u riportio'ncofnodi'n gywir a'u datrys trwy gydweithïo â'r corff dyfarnu perthnasol.</li> <li>• Darparu pwynt cyswllt cyntaf ar gyfer ymholiadau ynghylch defnyddïo'r system e-brosiect OneFile a darparu hyfforddiant sylfaenol i staff a dysgwyr pryd bynnag y bo angen.</li> <li>• Cydweithïo, cynllunïo a chreu negeseuon cyfryngau cymdeithasol deniadol ac o welededd uchel gan ddefnyddïo'r wybodaeth a ddarperir gan gydweithwyr ar gyfer Instagram a Facebook gan drefnu'r negeseuon, monitro dadansoddiadau a rhoi adroddiadau fel y bo angen, a diweddarau ac rheoli gwefannau.</li> <li>• Creu deunyddïau hyrwyddo, sy'n cyd-fynd â brand Dysgu Gydol Oes a Sgiliau a'r cyngor, a goruchwylïo lefelau stoc a gwneud archebïon a darparu cefnogaeth ar gyfer digwyddiadau hyrwyddo megis nosweithïau agored a sïoeau.</li> <li>• Darparu clawr i'r derbynnydd yn Canolfan Ddysgu Llanbadarn pan fo angen.</li> </ul> |            |
| Cyfeirnod at Ddibenïon Gwerthuso Swyddi                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | JD 1841-01 |

# Manyleb y Person

| Gofynion Hanfodol                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol | <ul style="list-style-type: none"><li>• Cymhwyster A - C TGAU mewn Saesneg, Cymraeg a Mathemateg.</li><li>• Addysg i Lefel 3 / Lefel A</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Sgiliau ieithyddol Cymraeg:                                        | <p><b>Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd.</b></p> <p><b>Gwrando a Siarad</b><br/><b>Lefel 4:</b> Medru cyfrannu'n effeithiol mewn cyfarfodydd mewnol ac allanol yng nghyd-destun y pwnc gwaith. Medru deall gwahaniaethau cywair a thafodiaith. Medru dadlau o blaid ac yn erbyn achos penodol. Medru cadeirio cyfarfodydd ac ateb cwestiynau o'r Gadair yn hyderus. Medru rhoi cyflwyniadau yn rhugl ac yn hyderus yng nghyd-destun y pwnc gwaith.</p> <p><b>Sgiliau Darllen</b><br/><b>Lefel 3:</b> Gallu deall y rhan fwyaf o adroddiadau, dogfennau a gohebiaeth y mae'n debygol o ddod ar eu traws yn ystod y gwaith.</p> <p><b>Sgiliau Ysgrifennu</b><br/><b>Lefel 3:</b> Medru llunio negeseuon ac adroddiadau anffurfiol at ddefnydd mewnol.</p> |
| Sgiliau ieithyddol Saesneg:                                        | <p><b>Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd.</b></p> <p><b>Gwrando a Siarad</b><br/><b>Lefel 4:</b> Medru cyfrannu'n effeithiol mewn cyfarfodydd mewnol ac allanol yng nghyd-destun y pwnc gwaith. Medru deall gwahaniaethau cywair a thafodiaith. Medru dadlau o blaid ac yn erbyn achos penodol. Medru cadeirio cyfarfodydd ac ateb cwestiynau o'r Gadair yn hyderus. Medru rhoi cyflwyniadau yn rhugl ac yn hyderus yng nghyd-destun y pwnc gwaith.</p> <p><b>Sgiliau Darllen</b><br/><b>Lefel 3:</b> Gallu deall y rhan fwyaf o adroddiadau, dogfennau a gohebiaeth y mae'n debygol o ddod ar eu traws yn ystod y gwaith.</p> <p><b>Sgiliau Ysgrifennu</b><br/><b>Lefel 3:</b> Medru llunio negeseuon ac adroddiadau anffurfiol at ddefnydd mewnol.</p> |
| Sgiliau Ymarferol / Personol                                       | <ul style="list-style-type: none"><li>• Defnyddio gwybodaeth arbenigol a medrau datrys problemau i negodi a datrys problemau gyda thrydydd partïon.</li><li>• Medrau rhyngpersonol da a ffordd effeithiol o ddefnyddio'r ffôn.</li><li>• Lefel uchel mewn rhifedd a medrau cyfathrebu ysgrifenedig ac llafar.</li><li>• Methodolegol a sylw gwych i fanylion.</li><li>• Medrau dwyieithog da.</li><li>• Gallu addasu gwybodaeth a ddarperir gan eraill i greu negeseuon cyfryngau cymdeithasol sy'n ddiddorol, cywir ac addysgiadol.</li></ul>                                                                                                                                                                                                                                                             |

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|                                                                                               | <ul style="list-style-type: none"> <li>• Gallu adeiladu perthnasoedd gwaith effeithiol a rhwydweithio gyda rhanddeiliaid a sefydliadau partner mewn modd proffesiynol a chyfeillgar.</li> <li>• Gallu casglu a threfnu gwybodaeth.</li> <li>• Hyblygrwydd i weithio'n annibynnol neu fel rhan o dîm yn ôl yr angen ac i ddiwallu anghenion newidiedig y gwasanaeth.</li> <li>• Gallu asesu a datblygu gwybodaeth ag arfer personol.</li> <li>• Dibynadwy- a phrydlon.</li> <li>• Gallu rheoli amser yn effeithiol, gweithio o dan bwysau a blaenoriaethu gwaith i gyrraedd terfynau amser.</li> </ul> |
| <b>Profiad Hanfodol</b>                                                                       | <ul style="list-style-type: none"> <li>• Defnyddio Systemau Gwybodaeth Reoli, cronfeydd data neu daenlenni i nodi a phrosesu gwybodaeth.</li> <li>• Profiad sylfaenol gyda llwyfannau cyfryngau cymdeithasol (Facebook ac Instagram).</li> <li>• Cyfarwyddyd gyda offer dylunio graffig (e.e. Canva).</li> </ul>                                                                                                                                                                                                                                                                                      |
| <b>Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| <b>Gofynion Dymunol</b>             |                                                                                                                                                                                                                                                                                                                                                    |
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| <b>Cymwysterau / Hyfforddiant</b>   | <ul style="list-style-type: none"> <li>• Gwybodaeth am Systemau Gwybodaeth Rheoli</li> <li>• Profiad o godi archebion ac anfonebau a thrin taliadau.</li> <li>• Profiad o greu negeseuon cyfryngau cymdeithasol deniadol a gweledol at ddibenion busnes.</li> <li>• Profiad o greu deunyddiau hyrwyddo e.e. posteri, taflenni a baneri.</li> </ul> |
| <b>Sgiliau Ymarferol / Personol</b> | <ul style="list-style-type: none"> <li>• Gallu dysgu sut i ddefnyddio a rheoli meddalwedd newydd yn gyflym.</li> </ul>                                                                                                                                                                                                                             |

# Job Description

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| <b>Post Name</b>                                  | MIS Senior Operational Support Officer                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Service</b>                                    | Schools, Lifelong Learning & Culture                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>Grade</b>                                      | 6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Spinal Point/s</b>                             | 7 - 10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Salary</b>                                     | £27,274 - £28,608 per annum                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Job Purpose</b>                                | <p>The postholder will have responsibility under the line management of the Team Manager for Vocational Learning and Skills for liaison with Awarding Organisations, entry of HCT learner information into management information systems and e-portfolio systems and to be a first point of contact for any queries relating to learner and course administration.</p> <p>They will provide operational support to management and teaching staff, including creation of social media posts and promotional materials using information provided by colleagues and management of the HCT website.</p> |
| <b>Contractual Work Location/Base</b>             | Hyfforddiant Ceredigion Training, Llanbadarn, Aberystwyth                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Hours of Work</b>                              | 37 hours per week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Type of Contract</b>                           | Full-time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Contract Duration</b>                          | Temporary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Line Managers Job Title</b>                    | Team Manager – Vocational Learning and Skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Supervisory/Managerial Responsibilities</b>    | N/A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Accountability</b>                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Contractual Terms Associated with the Post</b> | <p>This post is subject to an Enhanced Child DBS check, including a check against the Child Barred List.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| <b>Duties and Responsibilities</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                   |
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| <ul style="list-style-type: none"> <li>• Enter data relating to learners and their learning programmes ensuring that it is processed in accordance with Welsh Government, contractual and internal procedures.</li> <li>• Support staff in providing course information to learners, adapting resources and learner paperwork and taking minutes of meetings as required (involving internal and external attendees).</li> <li>• Liaise with Awarding Organisations, learners and other stakeholders, taking the lead on issues such as learner registration, exam bookings, result reporting, certification and communication of changes to qualifications under guidance of management and using specialist knowledge to resolve any problems.</li> <li>• Oversee stock of consumables and stationery, raising orders as required and processing invoices.</li> <li>• Raise invoices for courses, track and monitor income and handle and pay in cash to council offices.</li> <li>• Invigilate examinations, ensure awarding organisation policies are followed and any issues are documented and reported correctly and resolved through liaison with the relevant awarding organisation.</li> <li>• Provide a first point of contact for queries regarding use of the OneFile e-portfolio system and provide basic training to staff and learners as needed.</li> <li>• Liaise, plan and create engaging and visually appealing social media posts using information provided by colleagues for Instagram and Facebook and schedule posts, monitoring analytics and reporting as required, and update and manage websites.</li> <li>• Create promotional materials, aligning with the Lifelong Learning and Skills and council brand and oversee stock levels and ordering and provide support for promotional events such as open evenings and shows.</li> <li>• Provide cover for the receptionist at Llanbadarn Learning Centre when needed.</li> </ul> |                   |
| <b>Job Evaluation Post Ref</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>JD 1841-01</b> |

# Person Specification

| Essential Requirements                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Academic / Professional / Technical / Vocational Qualifications</b> | <ul style="list-style-type: none"> <li>• GCSE A – C qualification in English, Welsh and Mathematics.</li> <li>• Educated to Level 3 / A Level</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Welsh Linguistic Skills:</b>                                        | <p><b>You must possess the following linguistic skills when you start the position.</b></p> <p><b>Listening &amp; Speaking</b><br/> <b>Level 4:</b> Can contribute effectively to internal and external meetings in the context of the job area. Can understand differences in language and dialect. Can argue for or against a specific case. Can chair meetings and answer questions confidently from the Chair. Can give presentations fluently and confidently in the context of the job area.</p> <p><b>Reading Skills</b><br/> <b>Level 3:</b> Can understand most reports, documents and correspondence he/she is likely to encounter during his/her work.</p> <p><b>Writing Skills</b><br/> <b>Level 3:</b> Can write informal messages and reports for internal use.</p>                                                                                                                                                                                                                                                |
| <b>English Linguistic Skills:</b>                                      | <p><b>You must possess the following linguistic skills when you start the position.</b></p> <p><b>Listening &amp; Speaking</b><br/> <b>Level 4:</b> Can contribute effectively to internal and external meetings in the context of the job area. Can understand differences in language and dialect. Can argue for or against a specific case. Can chair meetings and answer questions confidently from the Chair. Can give presentations fluently and confidently in the context of the job area.</p> <p><b>Reading Skills</b><br/> <b>Level 3:</b> Can understand most reports, documents and correspondence he/she is likely to encounter during his/her work.</p> <p><b>Writing Skills</b><br/> <b>Level 3:</b> Can write informal messages and reports for internal use.</p>                                                                                                                                                                                                                                                |
| <b>Practical and personal skills</b>                                   | <ul style="list-style-type: none"> <li>• Apply specialist knowledge and problem solving skills to negotiate and resolve issues with third parties.</li> <li>• Well-developed interpersonal skills and effective telephone manner.</li> <li>• High level of numeracy and written and oral communication skills.</li> <li>• Methodical and excellent attention to detail.</li> <li>• Good bilingual skills.</li> <li>• Ability to adapt information provided by others to create engaging, accurate and informative social media posts.</li> <li>• Ability to build effective working relationships network with members of the public and partner organisations in a professional and friendly manner.</li> <li>• Ability to gather and organise information.</li> <li>• Flexibility to work either individually or as part of a team as the situation demands and meet the changing needs of the service.</li> <li>• Ability to evaluate and develop own knowledge and practice.</li> <li>• Trustworthy and punctual.</li> </ul> |

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|                                                                                 | <ul style="list-style-type: none"> <li>• Ability to manage time effectively, work under pressure and prioritise workload to meet deadlines.</li> </ul>                                                                                                                                                  |
| <b>Required Experience</b>                                                      | <ul style="list-style-type: none"> <li>• Use of Management Information Systems, databases or spreadsheets to enter and process information.</li> <li>• Basic experience with social media platforms (Facebook and Instagram).</li> <li>• Familiarity with graphic design tools (e.g. Canva).</li> </ul> |
| <b>Training/education required to be undertaken for the post/worked towards</b> |                                                                                                                                                                                                                                                                                                         |

| <b>Desirable Requirements</b>      |                                                                                                                                                                                                                                                                                                                                                                                      |
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| <b>Qualifications / Training</b>   | <ul style="list-style-type: none"> <li>• Knowledge of Management Information Systems.</li> <li>• Experience of raising orders and invoices and handling payments.</li> <li>• Experience of creating engaging and visually appealing social media posts for business purposes.</li> <li>• Experience of creating promotional materials e.g. posters, leaflets and banners.</li> </ul> |
| <b>Practical / Personal Skills</b> | <ul style="list-style-type: none"> <li>• Ability to learn how to use and manage new software quickly.</li> </ul>                                                                                                                                                                                                                                                                     |