Proffil Swydd/Job Profile

Teitl y Swydd – Swyddog Gwasanaethau Parcio
Post Title – Parking Services Officer

Adran	Yr Adran Lle, Sweilwaith a Datblygu Economaidd
Department	Place, Infrastructure & Economic Development Department

Is-Adran/Adain	Datblygu Gwasanaeth A Pherfformiad
Division/Section	Service Development & Performance

Gradd/Grade	D

Rhif y Swydd/Post Number	034568

Paratowyd Gan/Prepared By	Swyddog Arweiniol – Gwybodaeth Reoli Lead Officer – Management Information

Dyddiad / Date	Tachwedd/November 2024

Prif Ddiben y Swydd
Darparu cymorth gweinyddol i'r Gwasanaeth Parcio drwy reoli swyddogaethau'r swyddfa mewn perthynas â hawlenni preswylwyr, hysbysiadau tâl cosb, refeniw o offer parcio a thasgau perthnasol eraill. Yn gyfrifol am drefn ddyddiol y systemau gweinyddu yn unol â Chytundebau Lefel Gwasanaeth, gweithdrefnau a chyfrifoldebau statudol.
Prif cyfrifoldebau
• Gweithredu'r system technoleg gwybodaeth er mwyn rhoi hawlenni, hysbysiadau ac ati a monitro'r safonau prosesu i sicrhau y cydymffurfir â gweithdrefnau gosod. • Datblygu a chynnal y systemau gwybodaeth a gweinyddu, gan gynnwys ffeilio, storio ac adalw gwybodaeth er mwyn bodloni manylebau gwasanaeth. • Mynd i'r afael ag ymholiadau gan y cyhoedd a/neu reolwyr y gwasanaeth parcio ynghylch gweithdrefnau prosesu a gweinyddu. • Sicrhau y cydymffurfir â'r holl weithdrefnau ariannol a gweinyddol. • Cadw cofnodion pan dderbynnir gohebiaeth a chynorthwyo drwy ddarparu ymatebion cyflym a chwrtais i sylwadau a chwynion gan y cyhoedd, yr aelodau a'r uwch-reolwyr. • Cynnal lefel ofynnol y deunyddiau swyddfa/dogfennau a sicrhau bod yr holl ffurflenni a ddosberthir yn cydymffurfio â'r Gweithdrefnau. • Cysylltu â staff y Gwasanaeth Parcio i sicrhau bod y Gwasanaeth Gorfodi Rheolau Parcio yn cael ei reoli'n effeithiol • Sicrhau bod yr holl waith a wneir yn cydymffurfio â'r Llawlyfr Gweithdrefnau perthnasol a gofynion y Cyngor a gofynion statudol
Yn gyfrifol am staff/offer
Yn atebol i
Uniongyrchol: Goruchwylydd Cyllid a Gweinyddu. Anuniongyrchol: Swyddog Arweiniol - Gwybodaeth Reoli

Meini Prawf Hanfodol

Cymwysterau, Hyfforddiant galwedigaethol ac Aelodaeth Broffesiyno

Addysg i safon TGAU, NVQ 2, neu gymhwyster cyfwerth (neu'n gweithio tuag at hynny) a/neu wedi ennill profiad addas dros gyfnod.

Sgiliau TG - cyfarwydd â defnyddio rhaglenni Microsoft.

Y sgiliau sy'n ymwneud â'r swydd a Galluoed

Gallu cefnogi'r Rheolwr Llinell a dirprwyo yn ei le yn ystod cyfnodau o absenoldeb

Sgiliau da o ran rhifedd a llythrennedd

Sgiliau cyfathrebu rhagorol

Y gallu i addasu i weithdrefnau newydd a dysgu sgiliau newydd

Y gallu i drin gwybodaeth bersonol a sensitif ac i gadw cyfrinachedd

Gwybodaeth

Prosesau ariannol yn yr Adran.

Gwybodaeth ymarferol am systemau gweithredu a systemau ariannol.

Gwybodaeth gadarn am systemau a gweithdrefnau swyddfa.

Egwyddorion gofal cwsmeriaid a defnyddio'r egwyddorion yn y gweithl.

Profiad

Profiad o ran defnyddio pecynnau TG

Profiad helaeth o ddylunio a defnyddio Microsoft Office, yn enwedig Excel

Profiad o weithio mewn Awdurdod Lleol ac mewn amgylchedd amlddisgyblaethol

Profiad o weithrediadau Parcio

Rhinweddau personol

Bodlon gweithio, ar adegau, mewn amgylchiadau anodd a sefyllfaoedd lle bydd gwrthdaro

Gallu gweithio fel rhan o dîm a chefnogi eraill lle mae aelodau'r tîm yn dibynnu ar ei gilydd

Gallu bwrw ati eich hunan i roi cyngor ynghylch gwella'r systemau er budd y sefydliad.

Y gallu i gyfathrebu â staff a chwsmeriaid mewn modd proffesiynol a chwrtais

Y gallu i ymateb yn gadarnhaol wrth weithio mewn rôl sy'n gofyn llawer Yn gallu defnyddio menter i gynghori ar welliannau i'r system er budd y sefydliad.

Cywir a threfnus

Meino Prawf Dymunol

Sgiliau Iaith /Cyfathrebu

Cliciwch ar y ddolen - Beth yw lefel eich gallu?

Cymraeg	**Sgiliau Llafar Lefel 3**	**Sgiliau Ysgrifennu Lefel 1**
Saesneg	**Sgiliau Llafar Lefel 4**	**Sgiliau Ysgrifennu Lefel 4**
Arall (nodwch)		

GWIRIADAU'R GWASANAETH DATGELU A GWAHARDD (DBS)

Gall fod gwiriadau DBS yn ofynnol ar gyfer rhai swyddi lle bydd angen gweithio gyda phlant ac oedolion agored i niwed. Mae'r canlynol yn ofynnol ar gyfer y swydd hon

Adran A – y math o ddatgeliad **Dim Angen Gwiriad DBS**

Adran B – y math o weithlu **Ddim yn berthnasol**

Y RHESWM

UNRHYW WYBODAETH ARALL

Disgwylir y bydd deiliad y swydd yn mabwysiadu ymagwedd hyblyg tuag at ddyletswyddau'r swydd, oherwydd newidiadau yn anghenion y gwasanaeth, ond gwneir hynny gan gydymffurfio â gofynion yr Adran o ran y swydd.

Main Purpose of Job
To provide administrative support to the Parking Service in managing the office based functions in relation to resident permits, penalty charge notices, revenue from parking equipment, and related tasks. To provide efficient and effective range of business support functions to ensure that the Department's aims and objectives are fully met and adhered to in accordance with the Authority's Financial regulations and policies.
Key responsibilities
• Responsible for the daily organisation of the administration systems in compliance with service level agreements, procedures, and statutory responsibilities; • To operate the information technology system for the administration of permits, notices etc and monitor processing standards to ensure compliance with set procedures • To develop and maintain the information and administration systems, including file and storage and retrieval, to meet service specifications. • To deal with enquiries from the Public and/or Parking Management concerning the processing and administrative procedures. • To ensure compliance with all financial and administrative procedures. • To record the receipt of incoming correspondence assisting in providing prompt and courteous responses to representations and complaints from the public, Members and senior management. • To maintain the required level of stationery/document stores and ensure that all forms issued comply with the Procedures. • To liaise with the Parking Services staff in ensuring the effective management of the parking enforcement service • To ensure that all work undertaken complies with the relevant Procedure Manual and is in accordance with Council and Statutory requirements
Responsible for staff/equipment
Reporting to
Direct: Finance & Administration Supervisor. Indirect: Lead Officer Management Information

Essential Criteria

Qualifications, Vocational training and Professional Memberships

Educated to GCSE standard, NVQ 2, or equivalent (or working towards this) and or have gained suitable experience over a period of time.

IT Skills-conversant in the use of Microsoft packages.

Job Related Skills and Competencies

Ability to support and deputise for the Line Manager during periods of absence

Good numeracy and literacy skills

Excellent communication skills

Ability to adapt to new procedures and learn new skills

Able to handle sensitive and personal information and maintain confidentiality

Knowledge

Financial processes carried out within the Department.

Working knowledge of Financial and Operating Systems

Sound knowledge of office procedures and systems

Customer care principles and their application in the work place

Experience

Experience in the use of IT Packages

In depth experience of design and use of Microsoft office in particular Excel

Experience of working within Local Authority in a multi-disciplined environment.

Parking operations

Personal qualities

Willingness to work on occasions under difficult circumstances and possibly confrontational situations

Able to work as part of a team and support others where there is a close dependency within a team

Able to utilise initiative to advise on system improvements for the benefit of the organisation.

Ability to communicate with staff and customers in a professional and courteous manner

Ability to respond positively when working in a highly demanding role

Able to utilise initiative to advise on system improvements for the benefit of the organisation.

Accurate and methodical
Desirable Criteria

Language and Communication Skills

Click on the link What level are you?

Welsh	**Spoken Level 3**	**Written level 1**
English	**Spoken Level 4**	**Written level 4**
Other (please State)		

DISCLOSURE AND BARRING SERVICES (DBS) CHECKS

DBS Checks may be required for certain posts which work with children and vulnerable adults. This post requires:

Section A – type of disclosure **No DBS check required**

Section B – workforce type **Not Applicable**

JUSTIFICATION

ANY OTHER INFORMATION

The post holder will be expected to adopt a flexible approach to the duties of the post, due to the changing needs of the service but in keeping with the Department's requirements of the post.