Cyngor Abertawe
Swansea Council

Teitl y Swydd:	Swyddogion Cysylltiadau Busnes		
Rhif y Swydd:	CS.65615		
Cyfarwyddiaeth:	Gwasanaethau Corfforaethol		
Ardal ac Adran Gwasanaeth:	Gwasanaethau Digidol a Chwsmeriaid		
Rheolwr Uned:	Rheolwr Gwasanaethau Digidol	**Nifer yr adroddiadau uniongyrchol:**	0
Proffil Teulu a Rôl Swydd:	OS50A	**Gradd:**	9

DISGRIFIAD SWYDD

Crynodeb o'r Rôl	
Adrodd i:	Rheolwr Rhaglenni a Phortffolio Digidol
Pwrpas y swydd:	Gweithredu fel y prif gyswllt rhwng meysydd Digidol a busnes, gan ddatblygu dealltwriaeth gref o ofynion gwasanaeth a systemau busnes; annog defnydd effeithiol o systemau digidol ar draws y sefydliad; cynghori gwasanaethau ar y defnydd mwyaf priodol o dechnoleg yn unol â chyfeiriad strategol y Cyngor; cefnogi meysydd busnes a Rheolwyr Prosiect i gyflawni prosiectau Digidol a Thrawsnewid; a sicrhau bod achosion busnes cadarn ar gyfer buddsoddiad digidol newydd yn cael eu datblygu a'u symud ymlaen trwy'r trefniadau llywodraethu priodol yn unol â'r Strategaeth Ddigidol a'r Cynllun Trawsnewid Corfforaethol.
Cyfrifoldebau Allweddol:	1. Gweithio gyda pherchnogion busnes a rhanddeiliaid eraill i ddeall sut y gall Digital gefnogi mentrau newydd. 2. Gweithio'n agos gyda'r tîm digidols i ddeall pryderon ynghylch aliniad gwasanaethau digidol ar draws y busnes. 3. Gweithredu fel pwynt cyfeirio cyntaf i ddefnyddwyr gwasanaeth sy'n dymuno datblygu achos busnes ar gyfer buddsoddiad digidol 4. Darparu ymgynghoriaeth, arweiniad a chyngor ar gyfer newidiadau a rheoli a monitro'r newid, gan gynnwys cychwyn a chysylltiad â'r adran gleientiaid. 5. Cadw i fyny â'r Strategaeth Ddigidol a'r seilwaith yn y dyfodol a gofynion meddalwedd trwy gyswllt agos â phensaer technegol a thimau digidol. 6. Darparu cyngor ac arweiniad ar bryniannau digidol i sicrhau ei fod yn cyd-fynd â'r strategaeth Ddigidol, blaenoriaethau corfforaethol a Chynllun Trawsnewid Corfforaethol. 7. Cadw briff gwylio ar dechnolegau sy'n dod i'r amlwg o wasanaeth

	persbectif er mwyn rhagweld newidiadau mawr i'r gwasanaeth sy'n gofyn am ddadansoddiad busnes ac o bosibl datblygu achos busnes a hefyd i nodi meysydd ecsbloetio posibl yn yr Uned Wasanaeth. 8. I Sicrhau bod buddiannau gwasanaeth a masnachol y Cyngor yn cael eu diogelu bob amser wrth ddatblygu cynigion busnes. Sicrhau bod y safonau uchaf yn cael eu cynnal a'u hymarfer yn y maes gwasanaeth. 9. Mynychu yn fisol neu yn ôl yr angen, cyfarfod gyda Phenaethiaid Gwasanaeth priodol a defnyddwyr allweddol i adolygu'r cynnydd ar achosion busnes presennol a chynlluniedig yn y maes gwasanaeth. 10. Cynorthwyo gyda gwerthuso a dewis systemau digidol corfforaethol ac unedau gwasanaeth penodol, gan sicrhau bod anghenion a buddiannau'r unedau gwasanaeth yn cael eu cydnabod yn llawn, eu deall a'u diwallu a'u halinio â'r Strategaeth Ddigidol, y cynllun corfforaethol / blaenoriaethau. 11. Cynorthwyo a chyfrannu at lunio a chynnal y Strategaeth Ddigidol i sicrhau eu bod yn diwallu anghenion yr unedau gwasanaeth. 12. Cynorthwyo i adolygu anghenion parhad busnes y gwasanaeth nes sicrhau y gellir bodloni lefelau gwasanaeth priodol a chyfrannu at ddatblygu a llunio cynlluniau adfer trychineb priodol. 13. Sicrhau bod ymagwedd drylwyr at ddatblygu achosion busnes yn cael ei gynnal a bod materion fel risg a chyllid yn cael eu hystyried ystyried a bod safonau corfforaethol yn cael eu cymhwyso
Dyletswyddau Ychwanegol:	Ymgymryd ag unrhyw ddyletswyddau eraill sy'n rhesymol ofynnol gan y rheolwr llinell. Gyrrwr cymwys sydd â'r gallu i deithio o fewn a thu allan i ffiniau Dinas a Sir Abertawe yn effeithlon ac yn gost-effeithiol. Angen trwydded yrru lawn. Mae defnyddio cerbyd ei hun wedi'i restru fel un dymunol yn fanyleb y person ffynhonnell, yn amodol ar y ddarpariaeth addasiad rhesymol a nodwyd.
Amgylchiadau Gweithio Swydd	Mae'r swydd yn ystwyth ac yn gofyn am deithio o fewn a thu allan i ffiniau Dinas a Sir Abertawe. Mae'r rôl yn cyfrannu at fentrau sefydliadol gan gynnwys Buddsoddwyr mewn Pobl, rheoli ac arfarnu perfformiad, a datblygiad proffesiynol parhaus.

MANYLEB PERSON

Addysg, Cymwysterau a Hyfforddiant	
Hanfodol	Rhaid dangos sgiliau, galluoedd a phrofiad sylweddol fel y'u diffinnir yn y disgrifiad swydd.
Dymunol	Addysg i lefel gradd, neu gyfwerth, mewn disgyblaeth gysylltiedig.
Tystiolaeth	Mae'r holl dystysgrifau i'w darparu yn y cyfweliad i'w dilysu.
Sgiliau / Cymhwysedd Technegol / Proffesiynol	
Hanfodol	1. Lefel ardderchog o gymhwysedd technegol. 2. Dealltwriaeth ac ymwybyddiaeth ardderchog o dechnolegau cyfredol ac sy'n dod i'r amlwg a sut y gellir defnyddio'r rhain i ddiwallu anghenion busnes. 3. Sgiliau cyfathrebu ysgrifenedig a llafar rhagorol, gan gynnwys y gallu i gyflwyno cyflwyniadau effeithiol. 4. Sgiliau cynllunio a threfnu rhagorol, gyda'r gallu i ddefnyddio menter i gynllunio, rheoli a blaenoriaethu llwyth gwaith. 5. Lefel ardderchog o gymhwysedd technegol TG

	6. Dealltwriaeth ardderchog o gymwysiadau bwrdd gwaith Microsoft. 7. Dealltwriaeth ardderchog o'r berthynas waith rhwng Aelodau a Swyddogion. 8. Sgiliau dadansoddol rhagorol, a ddangosir trwy ddatrys problemau rhesymegol a gwneud penderfyniadau priodol.
Dymunol	[Dim meini prawf dymunol wedi'u nodi yn y disgrifiad swydd ffynhonnell]
Tystiolaeth	Ardystiad a / neu gofrestriad / DPP dilys.
Profiad	
Hanfodol	1. Profiad rhagorol mewn cymorth busnes neu gapasiti datblygu busnes. 2. Profiad o gyfathrebu ag uwch aelodau o staff, yn fewnol ac yn allanol, gan gynnwys Cynghorwyr.
Dymunol	1. Profiad o fewn amgylchedd awdurdod lleol. 2. Gwybodaeth am fethodolegau rheoli prosiectau.
Tystiolaeth	Yn y cyfweliad, yna yn y post.
Cymwyseddau a Galluoedd	
Hanfodol	1. Sgiliau rhyngbersonol rhagorol gyda'r gallu i ddatblygu a chynnal perthnasoedd ag amrywiaeth o bobl, ar lefelau uwch, o fewn ac y tu allan i'r sefydliad. 2. Y gallu i weithredu ar lefel strategol, gan gynorthwyo gyda datblygu polisïau corfforaethol ac unedau gwasanaeth. 3. Sgiliau dadansoddol rhagorol fel y dangosir gan y gallu i gyfrannu at y broses o newid (fel rhan o dîm amlddisgyblaethol) trwy berswadio a dylanwadu ar unigolion a thimau i fabwysiadu patrymau gwaith, syniadau a mentrau corfforaethol newydd. 4. Y gallu i reoli blaenoriaethau gwasanaeth sy'n gwrthdaro a rheoli disgwyliadau cwsmeriaid. 5. Y gallu i ymateb yn gadarnhaol i newid ac i ddelio yn effeithiol â phwysau gwaith pan fyddant yn codi. 6. Y gallu i arwain a chadeirio cyfarfodydd, i ddarparu cyfarwyddyd a chefnogaeth i ddefnyddwyr a chydweithwyr Digidol. 7. Y gallu i nodi risgiau posibl yn y dyfodol, rhagweld problemau a gweithredu lliniaru uniongyrchol. 8. Y gallu i annog, dylanwadu a hyrwyddo'r defnydd o dechnolegau cyfredol a thechnolegau sy'n dod i'r amlwg ar gyfer ecsbloetio yn y dyfodol. 9. Y gallu i gynhyrchu atebion ymarferol yn seiliedig ar werthfawrogiad cadarn o ofynion busnes a'u goblygiadau technegol a dealltwriaeth drylwyr o'r materion sylfaenol. 10. Gwybodaeth am a'r gallu i gyflawni newid sefydliadol trwy gymhwyso offer, modelau, dulliau priodol ar gyfer rheoli newid. 11. Y gallu i llunio achosion busnes cost/budd effeithiol sy'n ystyried y safbwyntiau strategol, gwasanaeth technegol/busnes ac economaidd a chynhyrchu cyfiawnhad rhesymegol cadarn dros weithredu a argymhellir 12. Nodweddion Personol – brwdfrydig, arloesol a hunan-gymhelliant.
Dymunol	
Tystiolaeth	Yn y cyfweliad, yna yn y post.
Gofyniad arall	
Hanfodol	Gyrrwr cymwys gyda'r gallu i deithio o fewn a thu allan i ffiniau Dinas a Sir Abertawe yn effeithlon ac yn gost-effeithiol. Trwydded yrru lawn.
Dymunol	Defnyddio cerbyd ei hun. Os oes gan ddeiliad y swydd anabledd a/neu nad yw'n gallu gyrru, gellir defnyddio cludiant neu gymorth amgen effeithiol a chost-effeithlon.

Tystiolaeth	Trwydded yrru i'w chynhyrchu yn ystod y cyfweliad ac ar gais. Tystiolaeth o yswiriant cerbydau defnydd busnes priodol i'w darparu yn flynyddol lle bo'n berthnasol.

Gwyliadwriaeth a Monitro Iechyd	
Bydd y swydd hon yn ei gwneud yn ofynnol i ddeiliad y swydd gymryd rhan mewn gweithdrefnau gwyliadwriaeth a monitro iechyd.	☐

Diogelu

Mae'r Awdurdod yn unol â'r Polisi Diogelu Corfforaethol wedi ymrwymo i ddiogelu a hyrwyddo lles plant, pobl ifanc ac oedolion ac mae'n disgwyl i'r holl staff a gwirfoddolwyr rannu'r ymrwymiad hwn. Mae'r Awdurdod yn disgwyl i'r holl staff ymgymryd â hyfforddiant diogelu gorfodol ar gyfer amddiffyn plant ac oedolion.

Cyfle Cyfartal

Bydd ymgeiswyr yn dangos bod yr holl weithgareddau yn cael eu cynnal yn unol â Deddf Cydraddoldeb 2010 a Pholisi a Gweithdrefnau Cyfle Cyfartal Cyngor Abertawe.
Rhaid i bob gweithiwr a rheolwr fod yn ymwybodol o'r Ddeddf Cydraddoldeb fel ei bod yn cael ei hystyried yn eu gwaith, lle bo hynny'n berthnasol, i sicrhau cydymffurfiaeth â deddfwriaeth.

Gwerthoedd y Cyngor

Mae gwaith y Cyngor yn cael ei ategu gan dri gwerth craidd sy'n llywio sut mae'r sefydliad yn gweithredu a sut mae gwasanaethau yn cael eu darparu.
Mae People Focus yn sicrhau bod y Cyngor yn blaenoriaethu anghenion a chanlyniadau cymunedau lleol wrth barchu, gwerthfawrogi a chefnogi ei weithwyr.
Mae Gweithio Gyda'n Gilydd yn adlewyrchu ymrwymiad y Cyngor i gydweithio ar draws gwasanaethau a gyda phartneriaid allanol i wneud y mwyaf o adnoddau a chyflawni'r canlyniadau gorau i gymunedau Abertawe. **Mae arloesi** yn gyrru'r Cyngor i feddwl a gweithio'n wahanol, gan annog syniadau a dulliau newydd sy'n helpu i gwrdd â heriau ariannol, demograffig a chymdeithasol wrth wella darparu gwasanaethau yn barhaus.

Gofynion Iaith Gymraeg ar gyfer y swydd hon Gwybodaeth am Asesu Sgiliau Iaith Gymraeg			
Dealltwriaeth	Lefel: 1	**Siarad**	Lefel: 1
Darllen	Lefel: 1	**Ysgrifennu**	Lefel: 1
Yn seiliedig ar yr uchod, mae'r gofyniad ar gyfer y swydd hon fel a ganlyn:			
Hanfodol	☐	**Dymunol**	☐
I'w ddysgu	☐	**Ddim yn ofynnol**	☒

Gwasanaeth Datgelu a Gwahardd (DBS) **Mae'r swydd hon yn ei gwneud yn ofynnol i'r deiliad swydd gael y lefel o ddatgeliad DBS fel y nodir isod:**			
Gwell ☐	**Safonol** ☐	**Sylfaenol** ☐	**Dim** ☒

Adolygiad/ Yr hawl i amrywio:	Mae'r Fanyleb Person hon fel sy'n berthnasol ar hyn o bryd a bydd yn cael ei hadolygu'n rheolaidd yn unol â'r Polisi Adolygu Rheoli Perfformiad Gweithwyr a'r broses Adolygu ac Arfarnu Datblygu Perfformiad. Gall y Manyleb Swydd a Pherson fod yn destun Amrywiad arall o fewn cylch gwaith y Proffil Rôl.

Llofnodi			
Deiliad y swydd:		**Dyddiad:**	

Job Title:	Business Relationship Officers		
Position Number:	CS.65615		
Directorate:	Corporate Services		
Service Area & Section:	Digital and Customer Services		
Unit Manager:	Digital Services Manager	**Number of direct reports:**	0
Job Family & Role Profile:	OS50A	**Grade:**	9

JOB DESCRIPTION

Summary of Role	
Reporting to:	Digital Programme & Portfolio Manager
Purpose of the Post:	To act as the main liaison between Digital and business areas, developing a strong understanding of service requirements and business systems; encouraging the effective use of digital systems across the organisation; advising services on the most appropriate use of technology in line with the Council's strategic direction; supporting business areas and Project Managers to deliver Digital and Transformation projects; and ensuring robust business cases for new digital investment are developed and progressed through the appropriate governance arrangements in alignment with the Digital Strategy and Corporate Transformation Plan.
Key Responsibilities:	1. To work with the business owners and other stakeholders to understand how Digital can support new initiatives. 2. Working closely with the Digital teams to understand concerns around the alignment of Digital services across the business. 3. To act as a first point of reference for service users wishing to develop a business case for Digital investment 4. To provide consultancy, guidance and advice for changes and manage and monitor the change, including initiation and liaison with client department. 5. Keep up to date with the Digital Strategy and future infrastructure and software requirements through close liaison with technical architect and digital teams. 6. To provide advice and guidance on Digital purchases to ensure that it is aligned to the Digital strategy, corporate priorities and Corporate Transformation Plan. 7. To keep a watching brief on emerging technologies from a service perspective in order to anticipate major service changes requiring business analysis and potentially business case development and also to identify potential areas of exploitation in the Service Unit. 8. To ensure that at all times the Council's service and commercial interests are protected when developing business proposals. To ensure that the highest standards are maintained and practised in the service area. 9. To attend on a monthly basis or as required, a meeting with appropriate Heads of Service and key users to review progress on existing and planned business cases in the service area. 10. To assist with the evaluation and selection of corporate and service unit specific digital systems, ensuring that the needs and interests of the service units are fully recognised, understood and met and area aligned to

	the Digital Strategy, Corporate plan/priorities. 11. To assist and contribute to the formulation and maintenance of the Digital Strategy to ensure that they meet the needs of the service units. 12. To assist in reviewing the business continuity needs of service until to ensure that appropriate service levels can be met and to contribute to the development and formulation of appropriate disaster recovery plans. 13. To ensure that a rigorous approach to business case development is undertaken and that such issues as risk and funding are being taken into account and that corporate standards are being applied
Additional Duties:	Undertake any other duties reasonably required by the line manager. A qualified driver with the ability to travel within and outside the City and County of Swansea boundaries efficiently and cost effectively. Full driving licence required. Use of own vehicle is listed as desirable in the source person specification, subject to the stated reasonable-adjustment provision.
Job Working Circumstances	The post is agile and requires travel within and outside the City and County of Swansea boundaries. The role contributes to organisational initiatives including Investors in People, performance management and appraisal, and continuous professional development.

PERSON SPECIFICATION

Education, Qualifications & Training	
Essential	Must demonstrate significant skills, abilities and experience as defined in the job description.
Desirable	Education to degree level, or equivalent, in a related discipline.
Evidence	All certificates to be provided at interview for validation.
Skills /Technical / Professional Competence	
Essential	1. Excellent level of technical competence. 2. Excellent understanding and awareness of current and emerging technologies and how these can be used to meet business needs. 3. Excellent written and oral communication skills, including the ability to deliver effective presentations. 4. Excellent planning and organisational skills, with the ability to use initiative to plan, manage and prioritise workload. 5. Excellent level of IT technical competence 6. Excellent understanding of Microsoft desktop applications. 7. Excellent understanding of the working relationships between Members and Officers. 8. Excellent analytical skills, demonstrated through logical problem-solving and appropriate decision-making.
Desirable	[No desirable criteria specified in the source job description]
Evidence	Valid certification and/or registration/CPD.
Experience	
Essential	1. Excellent experience in a business support or business development capacity. 2. Experience of communicating with senior members of staff, internally and externally, including Councillors.

Desirable	1. Experience within a local authority environment. 2. Knowledge of project management methodologies.
Evidence	At interview, then in post.
Competencies & Abilities	
Essential	1. Excellent interpersonal skills with the ability to develop and sustain relationships with a variety of people, at senior levels, both within and external to the organisation. 2. The ability to operate at a strategic level, assisting with the development of corporate and service unit policies. 3. Excellent analytical skills as evidenced by the ability to contribute to the process of change (as part of a multi-disciplinary team) by persuading and influencing individuals and teams to adopt new work patterns, ideas and corporate initiatives. 4. The ability to manage conflicting service priorities and managing customer expectations. 5. The ability to respond positively to change and to deal effectively with work pressures when they arise. 6. The ability to lead and chair meetings, to provide direction and support to Digital users and colleagues. 7. The ability to identify potential future risks, anticipate problems and direct mitigating action. 8. The ability to encourage, influence and promote the use of current and emerging technologies for future exploitation. 9. Capability to generate practical solutions based on sound appreciation of business requirements and their technical implications and a thorough understanding of the underlying issues. 10. Knowledge of and ability to achieve organisational change through the application of appropriate tools, models, methods for change management. 11. Ability to formulate effective cost/benefit business cases that consider the strategic, technical service/business and economic perspectives and produce sound logical justification for recommended action 12. Personal Attributes – enthusiastic, innovative and self-motivated.
Desirable	
Evidence	At interview, then in post.
Other Requirement	
Essential	A qualified driver with the ability to travel within and outside the City and County of Swansea boundaries efficiently and cost effectively. Full driving licence.
Desirable	Use of own vehicle. Where the post holder has a disability and/or is unable to drive, alternative effective and cost-efficient transport or assistance may be used.
Evidence	Driving licence to be produced at interview and on request. Evidence of appropriate business-use vehicle insurance to be provided annually where applicable.
Health Surveillance and Monitoring	
This post will require the post holder to take part in health surveillance and monitoring procedures.	☐
Safeguarding	
The Authority in line with the Corporate Safeguarding Policy is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff and volunteers to	

share this commitment. The Authority expects all staff to undertake and keep up to date with mandatory safeguarding training for the both the protection of children and adults.

Equal Opportunities

Candidates will demonstrate that all activities are undertaken in accordance with the Equalities Act 2010 and Swansea Council's Equal Opportunities Policy and Procedures.
All employees and managers must be aware of the Equality Act so that it is considered in their work, where relevant, to ensure compliance with legislation.

Council Values

The Council's work is underpinned by three core values that guide how the organisation operates and how services are delivered.
People Focus ensures that the Council prioritises the needs and outcomes of local communities while respecting, valuing, and supporting its employees.
Working Together reflects the Council's commitment to collaboration across services and with external partners to maximise resources and achieve the best outcomes for Swansea's communities.
Innovation drives the Council to think and work differently, encouraging new ideas and approaches that help meet financial, demographic, and societal challenges while continually improving service delivery.

Welsh Language Requirements for this post Welsh Language Skills Assessment Information			
Understanding	Level: 1	**Speaking**	Level: 1
Reading	Level: 1	**Writing**	Level: 1
Based on the above, requirement for this post is as follows:			
Essential	☐	**Desirable**	☐
To be learned	☐	**Not required**	☒

Disclosure and Barring Service (DBS) This post requires the postholder to have the level of DBS disclosure as indicated below:			
Enhanced ☐	**Standard** ☐	**Basic** ☐	**None** ☒

Review/ Right to vary:	This Person Specification is as currently applies and will be reviewed regularly according to the Employee Performance Management Review Policy and the Performance Development Review and Appraisal process. The Job and Person Specification may be subject to other Variance within the remit of the Role Profile.

Sign off			
Post Holder:		**Date:**	