Cyngor Abertawe
Swansea Council

Teitl y Swydd:	Swyddog Gwasanaeth Cwsmeriaid		
Rhif y safle:	SS.67164		
Cyfarwyddiaeth:	Gwasanaethau i Oedolion		
Ardal Wasanaeth & Adran:	Gwasanaeth Offer Cymunedol		
Rheolwr Uned:	Meleri Jones	**Nifer yr adroddiadau uniongyrchol:**	0
Teulu swydd a phroffil rôl:		**Gradd:**	4

DISGRIFIAD SWYDD

Crynodeb o'r rôl	
Yn adrodd i:	Arweinydd Gweithredol – Gwasanaeth Offer Cymunedol
Diben y Post:	Cefnogi'r Tîm Gwasanaethau Cwsmeriaid i ddarparu gwasanaeth cwsmeriaid eithriadol, gan gynnwys ateb a datrys ymholiadau cwsmeriaid ar gyfer pob gwasanaeth, cofnodi rhyngweithiadau a darparu data rheoli. I weithredu yn unol â pholisïau a gweithdrefnau cyfredol Dinas a Sir Abertawe.
Cyfrifoldebau Allweddol:	• I ryngweithio'n uniongyrchol â chwsmeriaid (dros y ffôn, yn electronig neu wyneb yn wyneb) a gwneud nodiadau rhyngweithio amserol a chywir gan gynnwys camau a gymerwyd. • Cynorthwyo'r tîm i ddarparu gwasanaeth cwsmeriaid eithriadol ac i ddatblygu'r busnes ymhellach. • Rheoli'r llwyth gwaith yn effeithiol, gan gynnwys unrhyw ddatblygiad sy'n angenrheidiol i gyflawni dyletswyddau'r swydd.
Dyletswyddau ychwanegol:	
Amgylchiadau Gwaith Swydd	• Yn seiliedig ar y swyddfa ond bydd yn ofynnol iddynt deithio i leoliadau eraill o fewn a thu allan i ffin Dinas a Sir Abertawe; • Disgwylir iddo gael cryn dipyn o ddefnydd PC bob dydd; • Disgwylir iddo weithio mewn modd hyblyg ar draws tasgau a

	lleoliadau ledled y Cyngor

MANYLEB Y PERSON

Addysg, Cymwysterau a Hyfforddiant	
Hanfodol	• Safon dda o addysg (sy'n cyfateb i o leiaf 3 phas TGAU) neu brofiad y gellir ei ddangos o weithio mewn amgylchedd gwasanaeth cwsmeriaid. • Disgwylir i ymgeiswyr ddangos cymhwysedd wrth gefnogi cwsmeriaid, tasgau gweinyddol o fewn amserlen benodol a'r gallu i gymharu a gwirio data cwsmeriaid gan ddefnyddio systemau cyfrifiadurol i uno cofnodion cwsmeriaid. • Cywirdeb wrth gofnodi ceisiadau a chysylltiadau cwsmeriaid.
Dymunol	
Tystiolaeth	Rhaid darparu pob tystysgrif yn y cyfweliad i'w dilysu.
Sgiliau / Cymhwysedd Technegol / Proffesiynol	
Hanfodol	• Sgiliau Rhyngbersonol Da • Sgiliau cyfathrebu a negodi rhagorol. • Lefel uchel o hyblygrwydd. • Sgiliau TG a Gweinyddu rhagorol • Datrys Problemau • Ymwybyddiaeth o anableddau • Sgiliau Cywirdeb
Dymunol	
Tystiolaeth	Ardystiad a/neu gofrestru/CPD dilys.
Profiad	
Hanfodol	• Profiad o weithio mewn Llywodraeth leol neu sefydliadau tebyg. • Profiad o ddarparu adroddiadau gwybodaeth ysgrifenedig clir. • Profiad o ddarparu gwasanaeth yn llwyddiannus o fewn amserlenni. • Profiad o ddarparu Gwasanaeth Cwsmeriaid rhagorol
Dymunol	
Tystiolaeth	Yn y cyfweliad, wedyn yn y post.
Cymwyseddau a Galluoedd	
Hanfodol	• Y gallu i ddefnyddio menter eich hun. • Y gallu i flaenoriaethu, cynllunio a threfnu llwythi gwaith eich hun, ac i ymdrin â disgwyliadau. • Y gallu i weithio'n rhannol fel tîm. • Y gallu i gysylltu â chwsmeriaid a chydweithwyr ar bob lefel. • Sgiliau rheoli amser effeithiol i sicrhau bod terfynau amser yn cael eu rheoli'n effeithiol ar lefel tîm ac unigol. • Y gallu i berchen ar broblemau a rhwystrau gwaith a'u datrys, a gwneud penderfyniadau sy'n briodol i lefel y swydd.
Dymunol	
Tystiolaeth	Yn y cyfweliad, wedyn yn y post.

Gofyniad Arall	
Hanfodol	
Dymunol	
Tystiolaeth	

Gwyliadwriaeth a Monitro Iechyd	
Bydd y swydd hon yn ei gwneud yn ofynnol i'r deiliad 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 bob aelod o staff a gwirfoddolwyr rannu'r ymrwymiad hwn. Mae'r Awdurdod yn disgwyl i bob aelod o'r staff ymgymryd â'r hyfforddiant diogelu gorfodol a chadw'n gyfredol â hynny ar gyfer diogelu plant ac oedolion.

Cyfle cyfartal

Bydd ymgeiswyr yn dangos bod pob gweithgaredd yn cael ei gyflawni 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 y caiff ei hystyried yn eu gwaith, lle bo'n berthnasol, sicrhau cydymffurfiaeth â deddfwriaeth.

Gwerthoedd y Cyngor

Mae gwaith y Cyngor wedi'i ategu gan dri gwerth craidd sy'n llywio sut mae'r sefydliad yn gweithredu a sut y caiff gwasanaethau eu darparu.
Mae People Focus yn sicrhau bod y Cyngor yn blaenoriaethu anghenion a chanlyniadau cymunedau lleol tra'n parchu, gwerthfawrogi a chefnogi ei weithwyr.
Mae Working Together yn adlewyrchu ymrwymiad y Cyngor i gydweithio ar draws gwasanaethau a chyda phartneriaid allanol er mwyn gwneud y mwyaf o adnoddau a chyflawni'r canlyniadau gorau i gymunedau Abertawe. Mae **arloesedd** yn gyrru'r Cyngor i feddwl a gweithio'n wahanol, gan annog syniadau a dulliau newydd sy'n helpu i ateb heriau ariannol, demograffig a chymdeithasol tra'n gwella darpariaeth gwasanaethau'n barhaus.

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

Gwasanaeth Datgelu a Gwahardd (DBS) Mae'r post hwn yn ei gwneud yn ofynnol i ddeiliad y swydd gael y lefel o ddatgeliad DBS fel y nodir isod:			
Wedi'i wella ☐	**Safonol** ☐	**Sylfaenol** ☐	**Dim** ☒

Adolygiad/ 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 a'r broses Adolygu a Gwerthuso Datblygu Perfformiad. Gall y Fanyleb Swydd a'r Manyleb Person fod yn destun Amrywiad arall o fewn cylch gwaith y Proffil Rôl.

Llofnodwch

Deiliad y Swydd:		**Dyddiad:**	

Job Title:	Customer Service Officer		
Position Number:	SS.67164		
Directorate:	Adult Services		
Service Area & Section:	Community Equipment Service		
Unit Manager:	Meleri Jones	**Number of direct reports:**	0
Job Family & Role Profile:		**Grade:**	4

JOB DESCRIPTION

Summary of Role	
Reporting to:	Operational Lead – Community Equipment Service
Purpose of the Post:	To support the Customer Services Team in providing exceptional customer service including answering and resolving customer enquiries for all services, recording interactions and provision of management data. To act in accordance with the prevailing policies and procedures of the City and County of Swansea.
Key Responsibilities:	• To interact directly with customers (by telephone, electronically or face to face) and make timely and accurate interaction notes including action taken. • To assist the team in providing exceptional customer service and in further developing the business. • To manage workload effectively including any development necessary to fulfil the duties of the post.
Additional Duties:	
Job Working Circumstances	• Office based but will be required to travel to other locations both within and outside the boundary of the City & County of Swansea; • Expected to have considerable PC use on a daily basis; • Expected to work in a flexible manner across tasks and locations across the Council

PERSON SPECIFICATION

Education, Qualifications & Training	
Essential	• A good standard of education (equivalent to a minimum of 3 GCSE passes) or demonstrable experience of working in customer service environment. • Candidates will be expected to evidence competence in supporting

	customers, administration tasks to a given timescale and the ability to compare and check customer data using computer based systems to unify customer records. • Accuracy in recording customer requests and contacts.
Desirable	
Evidence	All certificates to be provided at interview for validation.
Skills /Technical / Professional Competence	
Essential	• Good Interpersonal Skills • Excellent communication and negotiation skills. • A high Degree of flexibility. • Excellent IT and Administration skills • Problem Solving • Awareness of disabilities • Accuracy Skills
Desirable	
Evidence	Valid certification and/or registration/CPD.
Experience	
Essential	• Experience of working in local Government or similar organisations. • Experience of providing clear written information reports. • Experience of successful service delivery within timeframes. • Experience in providing excellent Customer Service
Desirable	
Evidence	At interview, then in post.
Competencies & Abilities	
Essential	• Ability to use own initiative. • Ability to prioritise, plan and organise own workloads and to handle expectations. • The ability to work part as a team. • The ability to relate to customers and colleagues at all levels. • Effective time management skills to ensure deadlines are managed effectively at both team and individual levels. • The ability to own and solve work problems and barriers, and make decisions appropriate to the level of the post.
Desirable	
Evidence	At interview, then in post.
Other Requirement	
Essential	
Desirable	
Evidence	
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:**	