Proffil Swydd/Job Profile

Gweinyddwr Cymorth Gwasanaeth
Service Support Administrator

Adran	Cymunedau
Department	Communities
Is-Adran/Adain	Cymorth Busnes a Chomisiynu
Division/Section	Business Support & Commissioning
Gradd/Grade	D
Rhif y Swydd/Post Number	011360
Paratowyd gan/Prepared by	Yr Uwch-reolwr Cymorth Busnes a'r Rheolwr Cymorth Busnes/ Senior Business Support Manager & Business Support Manager
Dyddiad Paratoi/Date prepared	Mawrth/March 2024

Disgwylir i bob gweithiwr gynnal gwerthoedd craidd yr Awdurdod, sydd wedi'u hadlewyrchu yn ein Fframwaith Ymddygiad a Gwerthoedd, a chynnal egwyddorion Polisi Cydraddoldeb ac Amrywiaeth yr Awdurdod neu, os ydynt yn gweithio mewn ysgol, Bolisi Cydraddoldeb ac Amrywiaeth yr ysgol, fel sy'n briodol i lefel atebolrwydd a chyfrifoldeb y swydd yn y sefydliad

Every employee is expected to uphold the authority's core values reflected within our Behaviour and Values Framework and maintain the principles of the authority's Equality and Diversity Policy or, if employed within a school, the school's Equality and Diversity Policy, as appropriate to the accountabilities and seniority of the post within the organisation.

Prif Ddiben y Swydd

Darparu cymorth busnes effeithlon ac effeithiol fel rhan o Dîm Cymorth Gwasanaeth i ystod eang o randdeiliaid. Sicrhau bod gwasanaethau'n cael eu darparu'n unol ag athroniaeth 'Un Tîm' y Cyngor gan roi'r ffocws ar y cwsmer.

Cyfrannu at rôl y Tîm Datblygu Busnes o ran bod yn asgwrn cefn digidol yr Adran drwy ddarparu cymorth ar gyfer mentrau digidol a rhannu gwybodaeth ac arbenigedd digidol o fewn y maes gwasanaeth.

Prif cyfrifoldebau

1. Cyflawni ystod gynhwysfawr o ddyletswyddau gweinyddol a chynnal busnes ac ymgymryd â'r holl brosesau a swyddogaethau gweinyddol yn gywir ac o fewn terfynau amser y cytunwyd arnynt.
2. Cynnal a datblygu systemau swyddfa i gynorthwyo'r adran i weithredu'n effeithlon, a gwneud awgrymiadau ar gyfer newidiadau i'r gweithdrefnau presennol yn barhaus er mwyn i ffyrdd mwy effeithlon o weithio allu datblygu.
3. Cymryd rhan mewn unrhyw waith digidoleiddio sy'n digwydd a darparu cyngor a chymorth i eraill ar yr ystod o systemau gwybodaeth gyfrifiadurol a chymwysiadau digidol eraill a ddefnyddir yn y maes gwasanaeth.
4. Rheoli a dosbarthu gwybodaeth, sy'n cynnwys defnyddio systemau gwybodaeth reoli a chydlynu ceisiadau am wybodaeth o amrywiol ffynonellau ac ymatebion i gŵynion/canmoliaeth. Sicrhau bod pob ymholiad yn cael ei gyfeirio at y swyddog priodol a bod gwybodaeth gywir yn cael ei chofnodi ar systemau priodol.
5. Helpu i weinyddu adnoddau sy'n cefnogi'r broses o ddarparu gwasanaethau, fel arian mân, cheir adrannol ac ati.
6. Gweithredu fel pwynt cyswllt i bobl o fewn y Cyngor a'r tu allan iddo a phrosesu galwadau mewn modd mor effeithiol, effeithlon a chwrtais ag sy'n bosibl, gan gydymffurfio â pholisïau a gweithdrefnau'r Awdurdod o ran dwyieithrwydd a gofal cwsmeriaid.
7. Trefnu a darparu cymorth gweinyddol ar gyfer yr holl gyfarfodydd sy'n cynnwys rhanddeiliaid mewnol ac allanol ar bob lefel (e.e. cyfarfodydd y tîm rheoli adrannol, grwpiau prosiect a phaneli disgyblu), gan gynnwys cymryd cofnodion, diweddaru cynlluniau gweithredu ac olrhain cynnydd.
8. Cydymffurfio â Rheoliadau Ariannol yr Awdurdod a pholisïau a gweithdrefnau adrannol mewn perthynas â phob agwedd ar y gwaith.
9. Ymateb i anghenion cymorth busnes sy'n dod i'r amlwg, gan gyfnewid gwaith â staff eraill pan fo angen, darparu cymorth a chyflenwi yn lle staff eraill yn ôl y gofyn a chymryd rhan mewn prosiectau arbennig ar gais.
10. Ymgymryd ag unrhyw ddyletswyddau rhesymol eraill ar lefel sy'n gymesur â'r radd.

Yn gyfrifol am staff/offer

Dim

Yn atebol i

Arweinydd y Tîm Cymorth Gwasanaeth

Meini Prawf Hanfodol

Cymwysterau, Hyfforddiant galwedigaethol ac Aelodaeth Broffesiynol

Cymhwyster gweinyddol ar Lefel 2, neu brofiad gwaith cyfatebol y gellir ei ddangos

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

Sgiliau cyfathrebu rhagorol gan gynnwys y gallu i ymateb yn effeithiol i geisiadau am wybodaeth

Y gallu i weithio'n annibynnol ac fel aelod o dim, gyda chyn lleied o oruchwyliaeth â phosibl

Sgiliau digidol cadarn gyda dealltwriaeth dda o brosesau TG

Y gallu i ddarparu gwaith yn amserol ac yn gywir o fewn amserlenni penodedig

Ymrwymiad i ddarparu gofal cwsmeriaid rhagorol

Deall cyfrinachedd a'i barchu

Gwybodaeth

Gwybodaeth am weinyddu busnes ac arferion a gweithdrefnau busnes, ynghyd â dealltwriaeth ohonynt

Profiad

Profiad o weithio mewn swyddfa a bod yn gyfarwydd â gweithdrefnau a systemau swyddfa, gan gynnwys defnyddio systemau gwybodaeth gyfrifiadurol a chymwysiadau Microsoft ar gyfer cynhyrchu gwaith, e.e. Word, Excel, Teams

Profiad o ryngweithio â'r cyhoedd fel cyswllt cyntaf, sy'n cynnwys trin galwadau ffôn sensitif yn effeithiol gan gwsmeriaid/defnyddwyr gwasanaeth/gofalwyr

Profiad o waith gweinyddol ar gyfer cyfarfodydd, gan gynnwys cymryd cofnodion

Rhinweddau personol

Ymrwymiad i gyrraedd safonau uchel o ddarpariaeth gwasanaeth

Yn meddu ar gymhelliant cryf ac yn dangos brwdfrydedd dros newid ac arloesi

Y gallu i flaenoriaethu gwaith ac i weithio fel rhan o dim

Y gallu i fod yn hyblyg ac addasu wrth ymateb i ofynion gwaith

Meini Prawf Dymunol

Cymhwyster gweinyddol ar Lefel 3

Dealltwriaeth eang o'r amrywiaeth o swyddogaethau a gyflawnir yn yr Adran Cymunedau

Profiad o roi cymorth gweinyddol i uwch-reolwyr Warden tân a/neu swyddog cymorth cyntaf brys, neu barodrwydd i ymgymryd â'r rolau hyn

Sgiliau Iaith /Cyfathrebu

Cliciwch ar y ddolen **-** Beth yw lefel eich gallu?

Cymraeg	**Sgiliau Siarad Lefel 3**	**Sgiliau Ysgrifennu Lefel 2**
Saesneg	**Sgiliau Siarad Lefel 5**	**Sgiliau Ysgrifennu Lefel 5**
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**

Adran C – A oes angen adnewyddiad DBS bob 3 blynedd ar gyfer y swydd neu gofrestru gyda gwasanaeth diweddaru ar-lein y DBS? **Nac oes**

Y RHESWM

UNRHYW WYBODAETH ARALL
Y gallu i deithio ar draws y Sir.

Main Purpose of Job

To provide efficient and effective business support as part of a Service Support Team to a wide range of stakeholders. To ensure services are delivered in line with the Council's 'One Team' philosophy and with the focus on the customer.

To contribute to the role of the Business Development Team in being the digital backbone of the Department through providing support for digital initiatives and sharing digital knowledge and expertise within the service area.

Key responsibilities

1. To perform a comprehensive range of business support and administrative duties and undertake all administrative processes and functions accurately and within agreed timescales.
2. To maintain and develop office systems to support the efficient operation of the department, and to make suggestions for changes to the current procedures so that more efficient ways of working can evolve.
3. To participate in any digitalisation work taking place and provide advice and support to others on the range of computerised information systems and other digital applications that are used within the service area.
4. To manage and distribute information, which includes the use of management information systems and the co-ordination of requests for information from various sources and responses to complaints/compliments. To ensure that all enquiries are directed to the appropriate officer and accurate information is recorded on to appropriate systems.
5. To assist in the administration of resources supporting service delivery, such as petty cash, pool cars, etc.
6. To act as a point of contact for people from both within and outside of the Council and to process calls as efficiently, effectively and courteously as possible, whilst complying with the Authority's bilingual and customer care policies and procedures.
7. To organise and provide administrative support for all meetings involving internal and external stakeholders at all levels of seniority (e.g. divisional management team meetings, project groups, disciplinary panels), which includes minute-taking, updating action plans and progress-chasing.
8. To comply with the Authority's Financial Regulations and departmental policies and procedures in relation to all aspects of the work.
9. To respond to emerging business support needs, operating inter-changeably with other staff when necessary, providing support and cover as and when required and participating in special projects when requested to do so.
10. To undertake any other reasonable duties at a level commensurate with the grade.

Responsible for staff/equipment

None

Reporting to

Service Support Team Leader

Essential Criteria
Qualifications, Vocational training and Professional Memberships
Administrative qualification at Level 2, or equivalent work experience that can be demonstrated
Job Related Skills and Competencies
Excellent communication skills including the ability to respond effectively to requests for information Ability to work independently and as a member of a team with minimum supervision Strong digital skills with a good understanding of IT processes Ability to provide timely and accurate work within prescribed timescales Commitment to deliver excellent customer care Understanding and respect of confidentiality
Knowledge
Knowledge and understanding of business administration, practices and procedures
Experience
Experience of working in an office and being familiar with office procedures and systems, including the use of computerised information systems and Microsoft applications for producing work, e.g. Word, Excel, Teams Experience of interacting with the public as a first point of contact, which includes the effective handling of sensitive telephone calls from customers/service users/carers Experience of meeting-related administration, including minute-taking
Personal qualities
Commitment to achieve high standards of service provision Self- motivated and demonstrate enthusiasm for change and innovation Ability to prioritise work and work as part of a team Ability to be flexible and adaptable in responding to work demands
Desirable Criteria
Administrative qualification at Level 3 Broad understanding of the range of functions undertaken within the Communities Department Experience of providing administrative support to senior managers Fire warden and/or emergency first aider, or willingness to undertake these roles

Language and Communication Skills

Click on the link What level are you?

Welsh	**Spoken Level 3**	**Written level 2**
English	**Spoken Level 5**	**Written level 5**
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**

Section C – Does the post require 3 yearly DBS renewals or registration with the DBS online update service? **No**

JUSTIFICATION

ANY OTHER INFORMATION

Ability to undertake travel across the County.