

<b>Swydd Ddisgrifiad: Derbynnydd</b>	
<b>Maes Rhaglen / Adran</b>	Gwasanaethau i Ddysgwyr
<b>Prif Safle</b>	Pwllheli (hyblyg i gwmpasu safleoedd eraill pam fo angen)
<b>Cyflog</b>	£24,391 - £24,594 y flwyddyn pro rata (h.y. cyflog ar sail llawn amser) Cymorth Busnes Graddfa 2 Pwynt 15-16
<b>Y Math o Gontract</b>	Parhaol
<b>Telerau'r Contract</b>	Rhan-amser - 10 awr yr wythnos (2 awr y diwrnod)
<b>Yn atebol i</b>	Rheolwr Gwasanaethau i Ddysgwyr CM/CMD
<b>Pwrpas y Swydd</b>	
<p>Fel Derbynnydd, byddwch yn rhoi gwasanaeth cyfeillgar a gwybodaeth ddefnyddiol i bawb yn y coleg. Bydd gennych y sgiliau i greu perthynas â'n dysgwyr, ein hymwelwyr a'n staff, er mwyn dod i ddeall eu hanghenion yn gyflym a rhoi'r wybodaeth gywir iddynt. Mae ein Derbynnyddion yn cyfleu Ein Gwerthoedd ym mhopeth a wnânt.</p>	
<b>Prif Ddyletswyddau a Chyfrifoldebau</b>	
<ol style="list-style-type: none"> <li>1. Ymgymryd â dyletswyddau cyffredinol derbynfa, gan gynnwys: <ul style="list-style-type: none"> <li>● Cyfarch a derbyn ymwelwyr</li> <li>● Delio gydag ymholiadau cyffredinol ac ariannol gan aelodau o'r cyhoedd, gan staff a myfyrwyr y Coleg gan gynnwys ymholiadau lleoliad ystafell a sesiwn</li> <li>● Gwneud a derbyn galwadau ffôn</li> <li>● Cymryd negeseuon</li> <li>● Cysylltu â staff ar systemau cyfathrebu mewnol</li> <li>● Cyfeirio ymwelwyr neu drefnu iddynt gael eu hebrwng i ran arall o'r Coleg</li> <li>● Dilyn gweithdrefnau diogelwch safonol y Coleg</li> <li>● Cadw cofnodion ymwelwyr</li> <li>● Cadw ardal y dderbynfa'n daclus a thwt</li> <li>● Cadw ffynonellau cyffredinol o wybodaeth a ddefnyddir yn y dderbynfa</li> <li>● Cynnal a chadw a diweddarau llawlyfr y dderbynfa</li> </ul> </li> <li>2. Gweithredu switsfwrdd y Coleg</li> <li>3. Cefnogi prosesau gweinyddol ar gyfer dosbarthiadau dydd a nos i gynnwys cysylltu gyda chydlynwyr canolfannau mewn ysgolion lleol, gweinyddu rhestri cyfweld a chysylltu â staff i gasglu myfyrwyr o'r dderbynfa.</li> <li>4. Derbyn a chofnodi ffioedd cofrestru. Bydd y dyletswyddau yma'n cynnwys gweithredu til arian, dulliau talu cysylltiedig gan gynnwys dosbarthu derbynebau.</li> <li>5. Cysylltu â darparwyr tacsï i drefnu trafndiaeth os bydd achos o argyfwng, neu pan fo myfyrwyr wedi gweithio'n hwyrach nag amseroedd arferol trafndiaeth y Coleg.</li> <li>6. Cofnodi eiddo coll a gyflwynir yn y Dderbynfa.</li> <li>7. Dosbarthu ffurflenni amrywiol, e.e. Ffurflenni Eithrio Treth Cyngor, Ffurflenni Cais Pas Bws, Ffurflenni Adrodd Damwain, Ffurflenni Hawlio Teithio a Thâl.</li> <li>8. Dyletswyddau ystafell bost gan gynnwys cynorthwyo i agor a pharatoi post i'w yrru allan.</li> </ol>	

9. Cynorthwyo gyda dyletswyddau gweinyddol cyffredinol gan gynnwys cynnal a chadw data-basau, gairbroesu dogfennau amrywiol gan gynnwys teipio cyffredinol fel fo angen.
10. Ymgymryd â dyletswyddau ffeilio cyffredinol.
11. Sicrhau fod gwasanaeth blaen tŷ proffesiynol yn cael ei ddarparu.
12. Gweithio'n hyblyg fel rhan o Dîm Gweinyddol Coleg er mwyn gweithio'n lle rhywun arall pan fo angen.
13. Cymryd rhan yng ngwelliannau ansawdd.
14. Cyfrannu i Weithdrefnau Sicrwydd Ansawdd y Coleg ar gyfer gwelliant parhaus o swyddogaeth Derbynfa a Gweinyddol.
15. Cymryd rhan yn natblygiad a hyfforddiant staff yn gysylltiedig i'r swydd fel y cyfarwyddwyd gan Dîm Rheoli.
16. Ymgymryd ag unrhyw ddyletswyddau gan eich rheolwr llinell.

Manyleb Deiliad y Swydd	Hanfodol	Dymunol	Dull Asesu
<b>Cymwysterau</b>			
Cymhwyster Cymorth Cyntaf		X	Ffurflen Gais / Cyfweliad
<b>Sgiliau a Phriodweddau</b>			
Ymdriniaeth hyblyg, gadarnhaol a brwdfrydig at waith gyda'r gallu i dynnu 'mlaen gyda phobl ar bob lefel	X		Ffurflen Gais / Cyfweliad
Sgiliau cyfathrebu ardderchog	X		Ffurflen Gais / Cyfweliad
Y gallu i gyfathrebu'n effeithiol drwy gyfwng y Gymraeg a Saesneg	X		Ffurflen Gais / Cyfweliad
Sgiliau cyfrifiadurol a'r gallu i ddefnyddio Cymwysiadau Microsoft	X		Ffurflen Gais / Cyfweliad
Y gallu i beidio â cholli'ch tymer o dan bwysau	X		Ffurflen Gais / Cyfweliad
Proffesiynol ym mhob agwedd o'r swydd	X		Ffurflen Gais / Cyfweliad
Sgiliau gweinyddol cyffredinol da, sgiliau rheoli amser a'r gallu i flaenoriaethu tasgau	X		Ffurflen Gais / Cyfweliad
Sgiliau gwasanaeth cwsmer ardderchog	X		Ffurflen Gais / Cyfweliad
Y gallu i allu defnyddio switsfwrdd		X	Ffurflen Gais / Cyfweliad
Y gallu i ddefnyddio til arian		X	Ffurflen Gais / Cyfweliad
<b>Sgiliau Cymraeg</b>			
Ceir manylion llawn am lefelau sgiliau Cymraeg yn: <a href="https://www.gllm.ac.uk/cy/jobs">https://www.gllm.ac.uk/cy/jobs</a>			
<b>Dealltwriaeth o'r Gymraeg</b>	Uwch		Asesiadau ar-lein / Cyfweliad
<b>Yn siarad Cymraeg</b>	Uwch		Asesiadau ar-lein / Cyfweliad

<b>Llythrennedd Cymraeg</b>	Uwch	Asesiadau ar-lein / Cyfweiliad
<p><b>Noder os gwelwch yn dda</b> - fe roddir ystyriaeth i ymgeiswyr sy'n nodi eu bod o fewn 1 lefel i fodloni'r gofyniad sgiliau Cymraeg gofynnol ar gyfer y swydd ar yr amod y byddai unrhyw gynnig o gyflogaeth yn cynnwys cytundeb cytundebol i ddatblygu eu Sgiliau Cymraeg.</p>		
<p><b>Gofynion Gorfodol</b></p>		
<p>Yn unol â Rheoliadau Cyngor y Gweithlu Addysg 2015 mae'n ofyniad statudol bod unigolion yn cofrestru â'r Cyngor cyn dechrau gweithio yn y Grŵp.</p> <p>Mae'r Grŵp wedi ymrwymo i ddiogelu ac amddiffyn Iechyd a Lles plant, pobl ifanc ac oedolion agored i niwed. Yn unol â Deddf Adsefydlu Troseddwyd 1974, bydd gofyn i unigolion gael gwiriad manwl gan y Gwasanaeth Datgelu a Gwahardd i gadarnhau eu bod yn addas i weithio mewn amgylchedd addysgol. Bydd tystysgrifau GDG trwy wasanaeth diweddarau'r GDG yn cael eu derbyn yn unol â'r canllawiau a geir yn - <a href="https://www.gov.uk/dbs-update-service">https://www.gov.uk/dbs-update-service</a>.</p> <p>O dan adran 8 Deddf Mewnfudo a Lloches 1986, mae'n ofyniad cyfreithiol ar unigolion i ddarparu tystiolaeth ddogfennol sy'n cadarnhau bod ganddynt hawl i weithio yn y Deyrnas Unedig.</p>		
<p><b>Crynodeb o'r Telerau a'r Amodau</b></p>		
<b>Oriau Gwaith</b>	10 awr yr wythnos	
<b>Wythnos Waith</b>	52 o wythnosau'r flwyddyn	
<b>Gwyliau Blynyddol</b>	<ul style="list-style-type: none"> <li>• 28 diwrnod y flwyddyn, yn codi i 32 diwrnod ar ôl pum mlynedd lawn o wasanaeth di-dor (01 Medi i 31 Awst).</li> <li>• Yr holl wyliau cyhoeddus arferol, i'w pennu'n flynyddol.</li> <li>• Hyd at 5 diwrnod effeithlonrwydd / diwrnod y trefnwyd i'r safle fod ar gau bob blwyddyn, i'w pennu'n flynyddol.</li> <li>• Bydd gan y rhai ar gontractau Rhan-amser hawl pro rata i'r hyn a nodir uchod.</li> <li>• Bydd gan y rhai ar gontractau Amser Tymor hawl pro rata i'r hyn a nodir uchod a delir fel rhan o'r cyflog blynyddol.</li> </ul>	
<b>Pensiwn</b>	Cynllun Pensiwn Llywodraeth Leol ( <a href="https://www.lgpsmember.org/">https://www.lgpsmember.org/</a> )	
<b>Teithio</b>	<p>Caiff y trefniadau ar gyfer ad-dalu treuliau i aelodau staff sy'n mynd i gostau ychwanegol wrth wneud gwaith swyddogol i Grŵp Llandrillo Menai eu hegluro yn y Polisi Teithio, Cynhaliath ac Adleoli.</p> <p>Yn dilyn eu penodiad, bydd gofyn i ymgeiswyr llwyddiannus gwblhau Ffurflen Asesu Gyrwyr ar gyfer Sgrinio Iechyd (os yw'n berthnasol). I gadarnhau bod ganddynt yswiriant at "Ddibenion Busnes", mae'n rhaid i bob gweithiwr sy'n hawlio treuliau am ddefnyddio eu ceir personol gyflwyno copïau o'u tystysgrifau yswiriant i Adran Gyllid y Grŵp bob blwyddyn.</p>	
<b>Sgrinio Iechyd</b>	Bydd gofyn i ymgeiswyr llwyddiannus gwblhau holiadur iechyd ac efallai y bydd gofyn iddynt gael archwiliad meddygol.	

<b>Job description: Receptionist</b>	
<b>Programme area / Department</b>	Learner Services
<b>Main site</b>	Pwllheli (flexible to cover other campuses when needed)
<b>Salary</b>	£24,391 - £24,594 per annum pro rata (i.e. salary on a Full Time basis) Business Support Scale 2 Points 15 – 16
<b>Contract type</b>	Permanent
<b>Contract terms</b>	Part time - 10 hours a week (2 hours per day)
<b>Reporting to</b>	Learner Services Manager CM/CMD
<b>Job purpose</b>	
<p>As a Receptionist you will deliver a friendly and informative customer service experience to all at the college. You will have the skills to build rapport with our learners, visitors and staff to establish their needs quickly in order to provide them with correct information. Our Receptionists reflect Our Values in everything they do.</p>	
<b>Main duties and responsibilities</b>	
<ol style="list-style-type: none"> <li>1. Undertake general reception duties to include: <ul style="list-style-type: none"> <li>● Greeting and receiving visitors</li> <li>● Dealing with general and financial enquiries from members of the public, College staff and students including room and session location queries</li> <li>● Making and receiving telephone calls</li> <li>● Taking messages</li> <li>● Contacting staff on internal communications systems</li> <li>● Routing visitors or arranging for them to be escorted to another part of the College</li> <li>● Following standard College security procedures</li> <li>● Keeping visitors' records</li> <li>● Maintaining the reception area so that it is always neat and tidy</li> <li>● Maintaining general sources of information used in the reception</li> <li>● Maintaining and updating reception handbook</li> </ul> </li> <li>2. Operate the College switchboard</li> <li>3. Support admission processes for both day and evening classes to include linking with co-ordinators of centres at local schools, administering interview lists and contacting staff to collect students from reception.</li> <li>4. Receive and record course registration fees. These duties will also include operating a cash till, associated payment methods and issuing receipts.</li> <li>5. Contact taxi providers to arrange transport in cases of emergencies, or when students may have to work beyond normal College transport times.</li> <li>6. Record lost property handed into Reception.</li> <li>7. Issue various forms, e.g. Council Tax Exemption Forms, Buss Pass Application Forms, Accident Report Forms, Travel and Pay Claim Forms.</li> <li>8. Post room duties to include assisting in opening and preparing outgoing mail.</li> <li>9. Assist with general administrative duties including maintaining databases, word processing various documents including general typing as requested.</li> <li>10. Undertake general filing duties.</li> <li>11. Ensure that a professional front of house service is provided.</li> <li>12. Work flexibly as part of the College Administration Team in order to provide cover as and when required.</li> </ol>	

13. Participate in quality improvements.
14. Contribute to the College Quality Assurance Procedures for the continuous improvement of the Reception and Administrative function.
15. Participate in staff development and training in relation to job role as directed by the Management Team.
16. Perform any other duties as required by your line manager.

Person specification	Essential	Desirable	Assessment method
<b>Qualifications</b>			
First Aid Qualification		X	Application form / Interview
<b>Skills and attributes</b>			
A flexible, positive and enthusiastic approach to work with the ability to get on with people at all levels	X		Application form / Interview
Excellent communication skills	X		Application form / Interview
The ability to communicate effectively through the medium of Welsh and English	X		Application form / Interview
Computer skills and the ability to use Microsoft Applications	X		Application form / Interview
Ability to stay calm under pressure	X		Application form / Interview
Professional in all aspects of the post	X		Application form / Interview
Excellent general administrative skills, time management and ability to prioritise tasks	X		Application form / Interview
Excellent customer service skills	X		Application form / Interview
Ability to operate a switchboard		X	Application form / Interview
Ability to operate a cash till		X	Application form / Interview
<b>Welsh language skills</b>			
Full details of the Welsh skill levels can be found at: <a href="https://www.gllm.ac.uk/jobs">https://www.gllm.ac.uk/jobs</a>			
<b>Welsh Understanding</b>	Advanced		On-line assessment / Interview
<b>Welsh Speaking</b>	Advanced		On-line assessment / Interview
<b>Welsh Literacy</b>	Advanced		On-line assessment / Interview
<b>Please note:</b> consideration will be given to applicants who indicate that they are within 1 level of meeting the required Welsh skills requirement for the post on the proviso that any offer of employment would include a contractual agreement to develop their Welsh Skills.			
<b>Mandatory requirements</b>			
In accordance with the Education Workforce Council (EWC) Regulations 2015 it is a statutory requirement that individuals register with the EWC prior to commencing employment with the Grŵp.			
The Grŵp is committed to Safeguarding and protecting the Health and Welfare of children, young people and vulnerable adults. Individuals will be required to complete an Enhanced Disclosure with the Disclosure and Barring Service in accordance with the Rehabilitation of Offenders Act 1974 to ascertain their suitability to work in an educational environment. DBS certificates via the DBS update subscription service will be accepted in accordance with guidance provided - <a href="https://www.gov.uk/dbs-update-service">https://www.gov.uk/dbs-update-service</a> .			

Under section 8 of the Asylum and Immigration Act 1986 individuals are required by law to provide documentary evidence confirming their eligibility to work in the United Kingdom.

### Summary of the terms and conditions

<b>Working hours</b>	10 hours per week
<b>Working weeks</b>	52 weeks per year
<b>Annual leave</b>	<ul style="list-style-type: none"> <li>● 28 days leave per annum, rising to 32 days after 5 full holiday years' continuous service (01 September to 31 August).</li> <li>● All normally observed public holidays, determined annually.</li> <li>● Up to 5 days efficiency closure days per annum, determined annually.</li> <li>● Part Time contracts will receive a pro rata entitlement to the above.</li> <li>● Term Time contracts will receive a pro rata entitlement to the above paid as part of annual salary.</li> </ul>
<b>Pension</b>	Local Government Pension Scheme ( <a href="https://www.lgpsmember.org/">https://www.lgpsmember.org/</a> )
<b>Travel</b>	<p>Arrangements to reimburse employees who incur additional expense whilst carrying out their official duties on behalf of the Grŵp is outlined in the Travel, Subsistence and Relocation policy.</p> <p>Successful applicants will be required to complete a Drivers Assessment Form for Health screening upon appointment (if applicable). Copies of insurance certificates must be provided to the Grŵp Finance department on an annual basis by all employees claiming mileage expenses for using their own car to confirm that "Business Use" insurance is in place.</p>
<b>Health screening</b>	Successful applicants will be required to complete a health questionnaire and may be asked to attend a medical.