

Swydd Ddisgrifiad

Cynorthwydd Gweinyddol/
Desg Gymorth Ystadau

| | |
|-------------------------------|---|
| Cyfadrn/Cyfarwyddiaeth | Gweithrediadau |
| Adran | Ystadau a Rheoli Campws |
| Teitl y Swydd | Cynorthwydd Gweinyddol/Desg Gymorth Ystadau |
| Yn atebol i | Gweinyddwr Ystadau a Chontractau |
| Gradd | O&A2 |

Prif Atebolrwydd

Mae'r gwasanaethau a gwmpasir gan y Gwasanaeth Rheoli Ystadau a Champws yn cynnwys gwaith Cynnal a Chadw Adweithiol a Chynlluniedig, Gwasanaethau Adeiladu, Iechyd, Diogelwch a'r Amgylchedd, Diogelwch, Glanhau, Cynnal a Chadw Tir a Thirlunio, Rheoli Gwastraff, Prosiectau Adeiladu, a Rheoli Fflyd.

Fel y pwynt cyswllt cyntaf rheolaidd ar gyfer y Gwasanaeth Rheoli Ystadau a Champws, bydd deiliad y swydd yn gallu cynnig gwasanaeth desg gymorth rheng flaen i staff a myfyrwyr Prifysgol naill ai'n wyneb yn wyneb, dros y ffôn neu ar-lein drwy gofnodi ceisiadau ac ymholiadau swyddi a sicrhau bod y rheolwr/staff ystadau priodol yn ymateb o fewn y cyfnod amser fel yr amlinellir yn y cytundebau lefel gwasanaeth.

Bydd deiliad y swydd yn gyfrifol am gofnodi a chau ceisiadau a wneir gan staff a/neu fyfyrwyr ar system desg gymorth ar-lein y Brifysgol, gan ymdrin â'r rhain mewn modd proffesiynol ac effeithlon.

Bydd deiliad y swydd yn empathetig, gan ddarparu cymorth a chynnig cyngor lle bo'n bosib, ac ym mhob sefyllfa bydd yn arddangos awydd gwirioneddol i gynorthwyo ac atgyfnerthu'r profiad cwsmer.

Bydd deiliad y swydd yn gweithio'n agos gyda'r Uwch Swyddog Diogelwch, Iechyd a'r Amgylchedd gan gynorthwyo gyda'r gwaith o gofnodi a gweinyddu'r wybodaeth ystadegol a ddefnyddir ar gyfer dibenion adrodd.

Ar y cyd â'r Gweinyddwr Ystadau a Chontractau, bydd deiliad y swydd hefyd yn gynorthwyo gyda'r gwaith o ddarparu cymorth gweinyddol cyffredinol i holl reolwyr yr adran Rheoli Campws ac Ystadau

Bydd deiliad y swydd yn cynnal cyswllt effeithiol a pherthynas weithio dda ar draws y tîm Rheoli Ystadau a Champws a chyda gweithrediadau derbynfa/desg gwybodaeth eraill (yn cynnwys ar gampysau eraill).

Tasgau Allweddol

Darparu pwynt cyswllt cyntaf croesawgar, effeithlon, defnyddiol a llawn gwybodaeth ar gyfer bob cais am swydd/ymholiad desg gymorth sy'n ymwneud ag Ystadau. Ymateb yn broffesiynol i bob cais am swydd ac ymholiad a wneir i'r ddesg gymorth naill ai'n wyneb yn wyneb, dros y ffôn neu drwy e-bost, gan eu cofnodi ar y system yn unol â hynny.

Ymateb i ac olrhain ymholiadau a cheisiadau am swyddi drwy ddefnyddio meddalwedd y ddesg gymorth, gan sicrhau yr ymdrinnir â hwy yn unol â pharamedrau y Cytundebau Lefel Gwasanaeth.

Cyfeirio unrhyw ymholiad na ellir eu hateb gan y ddesg gymorth at y rheolwr priodol a sicrhau bod camau gweithredu dilynol yn cael eu cymryd a'u cau o fewn y cyfnod amser derbynol yn unol â'r Cytundebau Lefel Gwasanaeth.

Cyfrannu at y gwaith o gynnal a chadw a datblygu meddalwedd y ddesg gymorth a chynnal adroddiadau dyddiol, wythnosol a misol fel y gall rheolwyr drefnu tasgau a blaenoriaethu prosiectau/gwaith.

Gweinyddu a chynnal cronfa ddata gyrwyr a gymeradwywyd y Brifysgol.

Casglu a gweinyddu defnydd ynni a data amgylcheddol sy'n gysylltiedig â gweithgareddau busnes y Brifysgol.

Datblygu a chynnal dealltwriaeth gyffredinol dda o waith y tîm Rheoli Ystadau a Champws. Sicrhau bod gwybodaeth a dealltwriaeth dda o systemau a phrosesau gweinyddol y Brifysgol yn cael eu caffael a'u cynnal.

Yn ôl cyfarwyddyd y Gweinyddwr Ystadau a Chontractau, darparu cymorth ychwanegol i'r tîm Rheoli Ystadau a Champws drwy ymgymryd ag ystod o dasgau gweinyddol mewn modd amserol ac effeithlon.

Cefnogi gwaith marchnata, cyfathrebu a hyrwyddo'r ddesg gymorth a swyddogaethau eraill sy'n gysylltiedig ag ystadau/Diogelwch, lechyd a'r Amgylchedd er mwyn sicrhau bod gan staff a myfyrwyr amlygrwydd a hygyrchedd i'r gwasanaethau cynghori, arweiniad a chymorth hyn.

Ar y cyd â'r Uwch Swyddog Diogelwch, lechyd a'r Amgylchedd, darparu cymorth a chefnogaeth ar draws ystod o ymgyrchoedd, gweithdai a digwyddiadau sy'n ceisio hyrwyddo a chodi ymwybyddiaeth staff a myfyrwyr am faterion sy'n ymwneud â Diogelwch a'r Amgylchedd.

Cydweithio ag aelodau staff eraill yn yr Adran Rheoli Ystadau a Champws er mwyn sicrhau safonau uchel o wasanaeth ar gyfer staff a myfyrwyr ac i ymgysylltu â mentrau sy'n datblygu a gwella'r gwasanaeth. Cyfrannu at welliant parhaus y gwasanaeth gan adnabod cyfleoedd ar gyfer arferion gweithio mwy effeithiol.

Cynorthwyo'r Gweinyddwr Ystadau a Chontractau i gynnal dyddiaduron personol/ calendrau, blaenoriaethu ceisiadau am gyfarfodydd a sicrhau defnydd effeithlon o amser y rheolwr. Trefnu cyfarfodydd ar gais, gan sicrhau bod bob parti'n ymwybodol o'r trefniadau.

Mynd i'r afael â phob agwedd ar waith swyddfa, megis gwaith gweinyddol cyffredinol, ffeilio, post, llungopïo etc, er gall y dyletswyddau a'r gwaith amrywio o bryd i'w gilydd.

Amrywiol

Ymddwyn mewn modd proffesiynol bob amser a chynnal cyfrinachedd gwybodaeth.

Sicrhau cydymffurfiaeth â'r Ddeddf Diogelu Data/Rhyddid Gwybodaeth ynghyd ag unrhyw ddeddfwriaeth berthnasol arall, gan gynnal cyfrinachedd myfyriwr lle bo angen.

Cynnal ymwybyddiaeth briodol o bolisiau a gweithdrefnau'r Brifysgol a gweithio'n effeithiol oddi fewn iddynt, gan gymryd rhan mewn prosesau priodol h.y. Adolygiad Datblygu Perfformiad, datblygiad proffesiynol parhaus.

Ymddwyn mewn modd sy'n cefnogi Polisi Iechyd, Diogelwch ac Amgylchedd y Brifysgol drwy weithio'n ddiogel a dilyn y gweithdrefnau a'r codau ymarfer sydd wedi'u creu i'ch diogelu chi ac eraill.

Parodrwydd i gymryd cyfrifoldeb fel sy'n briodol.

Cyflawni dyletswyddau eraill yn achlysurol, nad ydynt yn cael eu cynnwys uchod ond a fydd yn gyson â'r swydd a'r radd.

Adolygu

Mae hwn yn ddisgrifiad o'r swydd ar adeg ei chyhoeddi. Arfer y Brifysgol o bryd i'w gilydd yw adolygu a diweddarau swydd ddisgrifiadau er mwyn sicrhau eu bod yn adlewyrchu natur gyfredol y swydd a gofynion y Brifysgol yn gywir ac i ymgorffori unrhyw newidiadau rhesymol lle bo'r angen, mewn ymgynghoriad â deiliad y swydd.

Manyleb Person



Desg Gymorth/ Cynorthwydd Gweinyddol Ystadau

Er mwyn cael eich rhoi ar y rhestr fer rhaid i chi arddangos eich bod yn bodloni'r holl feini prawf hanfodol a chymaint o'r meini prawf dymunol ag sy'n bosib. Pan fydd gennym nifer fawr o geisiadau sy'n bodloni'r holl feini prawf hanfodol, byddwn wedyn yn defnyddio'r meini prawf dymunol i lunio rhestr fer.

| Priodoleddau | | Eitem | Meini Prawf Perthnasol | Dull Adnabod | Pwysigrwydd |
|--------------|-------------------------------------|-------|---|--------------|-------------|
| 1 | Sgiliau a Gallu | 1.1 | Hoelio sylw ar gwsmeriaid gyda sgiliau rhyngbersonol a chyfathrebu rhagorol | Ff, C | H |
| | | 1.2 | Sgiliau datrys problemau gwych a'r gallu i weithio ar eich liwt eich hun | Ff, C | H |
| | | 1.3 | Y gallu i aros yn hyderus a pheidio â chynhyrfu dan bwysau. | Ff, C | H |
| | | 1.4 | Sgiliau gwaith tîm rhagorol. | Ff, C | H |
| | | 1.5 | Y gallu i weithio'n effeithiol gyda staff ar bob lefel ac i gyfathrebu gofynion adrannol yn glir, wrth ddeall a chydymdeimlo â gofynion ac anghenion eraill er mwyn meithrin perthnasau da. | Ff, C | H |
| | | 1.6 | Sgiliau TG gwych gan gynnwys Microsoft Solutions a datrysiadau TG mewnlol (hyfforddiant yn cael ei ddarparu). | Ff, C | H |
| | | 1.7 | Hyderus a gallu gweithio'n annibynnol. | Ff, C | H |
| 2 | Gwybodaeth Gyffredinol ac Arbenigol | 2.1 | Profiad o weithio mewn Cyfadran /amgylchedd sy'n gysylltiedig â chanolbwyntio ar y cwsmer. | Ff, C, T | H |
| | | 2.2 | Dealltwriaeth dda o weithgarwch busnes sy'n gysylltiedig â Gweinyddu Iechyd a Diogelwch | Ff, C | H |
| | | 2.3 | Dealltwriaeth o heriau busnes sy'n gysylltiedig ag ymwybyddiaeth Amgylcheddol a newid yn yr hinsawdd. | Ff, C | D |
| | | 2.4 | Gallu siarad Cymraeg | Ff, C | D |

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|----------------|-----------------------|---------------------|---|---------------------|---|
| 3 | Addysg a Hyfforddiant | 3.1 | Safon Dda o Addysg Gyffredinol | Ff, C, T | H |
| | | 3.2 | Hyfforddiant Addysg Bellach. NVQ Lefel 3 neu gyfwerth mewn pwnc Gwasanaeth Cwsmer/Gweinyddu Busnes. | Ff, T | H |
| | | 3.3 | Lefel uchel o sgiliau Gweinyddu a gwybodaeth ymarferol dda am gymwysiadau Microsoft Office. | Ff, C | D |
| | | 3.4 | Cymhwyster / hyfforddiant Gwasanaeth Cwsmer (e.e. Customer First) | Ff, T | D |
| 4 | Profiad Perthnasol | 4.1 | Profiad o weithio mewn amgylchedd prysur/swnlyd sy'n canolbwyntio ar y cwsmer | Ff, C | H |
| | | 4.2 | Profiad o ddefnyddio technolegau newydd gan gynnwys cyfryngau cymdeithasol ac offer cyfathrebu arall. | Ff, C | D |
| | | 4.3 | Profiad o ddefnyddio systemau TG a pheccynnau meddalwedd | Ff, C | H |
| | | 4.4 | Profiad o weithio mewn tîm. | Ff, C | H |
| 5 | Gofynion Cyffredinol | 5.1 | Ymddygiad proffesiynol a chwrtais bob amser. | C | H |
| | | 5.2 | Bod ag ymddangosiad taclus ac agwedd gwrtais. | C | H |
| | | 5.3 | Dull gweithredu hyderus, brwdfrydig a chadarnhaol. | Ff, C | H |
| | | 5.4 | Dull gweithredu trefnus; y gallu i fod yn fanwl gywir a rhoi sylw i fanylion. | Ff, C | H |
| | | 5.5 | Ymrwymiad i'ch datblygiad proffesiynol parhaus eich hun ac i adnabod eich anghenion hyfforddi | Ff, C | H |
| Allwedd | | Dull Adnabod | Ff | Ffurflen Gais | |
| | | | C | Cyfweliad | |
| | | | P | Prawf | |
| | | | T | Copi o Dystysgrifau | |
| | | | Rh | Rhoi Cyflwyniad | |
| | | | G | Asesiad Grŵp | |
| | | Pwysigrwydd | H | Hanfodol | |
| | | | D | Dymunol | |

Job Description

Estates Helpdesk/
Administration Assistant

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|----------------------------|---|
| Faculty/Directorate | Operations |
| Section | Estates and Campus Management |
| Job Title | Estates Helpdesk/Administration Assistant |
| Reports To | Estates & Contracts Administrator |
| Grade | O&A2 |

Principal Accountabilities

The services covered by the Estates & Campus Management Service include Reactive & Planned Maintenance, Building Services, Health Safety & Environment, Security, Cleaning, Ground Maintenance & Landscaping, Waste Management, Building Projects, and Fleet Management.

As the regular first point of contact for the Estates & Campus Management Service, the post holder will be able to offer front line helpdesk assistance to University staff and students in person, by telephone or online by recording job requests and enquiries and ensuring the appropriate manager/estates staff respond within the timeframe as out lined in the service level agreements.

The post holder will be responsible for logging and closing of requests on the University's online helpdesk system submitted by staff and/or students, dealing with these in a professional and efficient manner.

The post holder will be empathetic, providing support and giving advice where possible, and in all situations will display a genuine desire to assist and enhance the customer experience.

The post holder will work closely with the Senior Safety Health & Environment Officer assisting with the recording and administration of statistical information used for reporting purposes.

In conjunction with the Estates and Contracts Administrator, The post holder will also assist in providing general administration support to all managers within the Estates and Campus Management department

The post holder will maintain effective liaison and good working relationships across the Estates and Campus Management team and with other reception/information desk operations (including on other campuses).

Key Tasks

Provide a welcoming, efficient, helpful and informative first point of contact for all Estates related helpdesk enquiries/job requests. Respond professionally to all enquiries and job requests made to the helpdesk in person, by telephone or email, and log them accordingly on the system.

Respond to and track enquiries and job requests using the helpdesk software, ensuring they are handled in accordance with the parameters of the Service Level Agreements.

To refer queries which cannot be answered by the helpdesk to the appropriate manager and ensure follow up action is taken and closed down within an acceptable period of time as per SLAs.

Contribute to the maintenance and development of the helpdesk software and run daily, weekly and monthly reports so that managers can schedule tasks and prioritise projects/jobs.

To administer & maintain the University's approved drivers' database.

To collate & administer both energy consumption and environmental data linked to the University's business activities.

Develop and maintain a good overall understanding of the work of the Estates and Campus Management team. To also ensure good knowledge and understanding of University administrative systems and processes are gained and maintained.

As directed by the Estates and Contracts Administrator, provide additional support to the Estates and Campus Management team by undertaking a range of administrative tasks in a timely and efficient manner.

To support marketing, communications and promotional work of the help desk and other estates/ SHE related functions to ensure that staff and students have visibility and accessibility to these advice, guidance and support services.

In conjunction with the Senior Safety Health & Environment Officer, provide assistance and support across a range of campaigns, workshops and events which seek to actively promote and raise awareness of Safety & Environmental related matters to staff and students.

To collaborate with other staff within the Estates and Campus Management Department to ensure high service standards to staff and students and to engage with service developments and improvements initiatives. Provide input to the continuous improvement of the service by identifying opportunities for more effective working practices.

Assist the Estates and Contracts Administrator with the maintenance of personal diaries/ calendars, prioritising requests for meetings and ensuring efficient use of manager's time. Set up meetings as requested, ensuring that all parties are aware of the arrangements.

Cover all other aspects of office work such as general administration, filing, mail, photocopying etc, although duties and work may vary from time to time.

Miscellaneous

To act in a professional manner at all times and maintain confidentiality of information.

To ensure compliance with the Data Protection Act/Freedom of Information plus any other relevant legislation, maintaining student confidentiality where necessary.

Maintain appropriate awareness of and work effectively within the University's policies and procedures, participating in appropriate processes, i.e. Performance Development Review, continuing professional development.

Act in support of the University's Health, Safety and Environment policy by working safely and following the procedures and codes of practice derived to protect you and others.

Willingness to take responsibility where necessary.

Perform other duties occasionally which are not included above but will be consistent with the role and grade.

Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

Person Specification



Estates Helpdesk/ Administration Assistant

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

| Attributes | | Item | Relevant Criteria | Identification Method | Rank |
|------------|--------------------------------|------|---|-----------------------|------|
| 1 | Skills & Abilities | 1.1 | Highly customer focussed with excellent interpersonal and communication skills | A, I | E |
| | | 1.2 | Excellent problem-solving skills and ability to work on own initiative | A, I | E |
| | | 1.3 | The ability to stay calm and confident in difficult or pressurised situations. | A, I | E |
| | | 1.4 | Excellent team-working skills. | A, I | E |
| | | 1.5 | Ability to work effectively with staff at all levels and to clearly communicate departmental requirements, whilst understanding and empathising with others requirements and needs to build good relationships. | A, I | E |
| | | 1.6 | Excellent IT skills including Microsoft Solutions and in-house IT solutions (training provided). | A, I | E |
| | | 1.7 | Confident and ability to work independently. | A, I | E |
| 2 | General & Specialist Knowledge | 2.1 | Experience of working within a Facility /customer focused related environment. | A, I, C | E |
| | | 2.2 | Good understanding of business activity linked with Health & Safety Administration | A, I | E |
| | | 2.3 | An understanding of business challenges linked Environmental awareness and climate change. | A, I | D |
| | | 2.4 | Welsh Speaking | A, I | D |

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|------------|----------------------|------------------------------|--|----------|----------------------|
| 3 | Education & Training | 3.1 | Good Standard of General education | A, I, C | E |
| | | 3.2 | Further Educational training. NVQ Level 3 or equivalent in a Customer Service / Business Administration subject. | A, C | E |
| | | 3.3 | High level of Administration skills and good working knowledge of Microsoft Office applications. | A, I | D |
| | | 3.4 | Customer Services qualification / training (e.g. Customer First) | A, C | D |
| 4 | Relevant Experience | 4.1 | Experience of working in a busy/high volume customer-focussed environment | A, I | E |
| | | 4.2 | Experience of using new technologies including social media and other communication tools. | A, I | D |
| | | 4.3 | Experience of using IT systems and software packages | A, I | E |
| | | 4.4 | Experience of working in a team. | A, I | E |
| 5 | General Requirements | 5.1 | Professional and polite manner at all times | I | E |
| | | 5.2 | To have a presentable appearance and manner. | I | E |
| | | 5.3 | Confident, enthusiastic and positive approach. | A, I | E |
| | | 5.4 | A methodical approach; an aptitude for accuracy and attention to detail. | A, I | E |
| | | 5.5 | A commitment to your own continuous professional development and identification of training needs | A, I | E |
| Key | | Identification Method | | A | Application Form |
| | | | | I | Interview |
| | | | | T | Test |
| | | | | C | Copy of Certificates |
| | | | | P | Presentation |
| | | | | G | Group Assessment |
| | | Rank | | E | Essential |
| | | | | D | Desirable |