

Swydd Ddisgrifiad



Cyfadrn/Cyfarwyddiaeth	Cyfarwyddiaeth Gweithrediadau
Adran	Bywyd Myfyrwyr a Champws: Cyngor ac Arweiniad i Fyfrwyr
Teitl y Swydd	Cynorthwydd Cyngor ac Arweiniad i Fyfrwyr
Yn atebol i	Swyddog Cyngor ac Arweiniad i Fyfrwyr
Gradd	O&A2

Prif Atebolrwydd

Bydd y Cynorthwydd Cyngor ac Arweiniad i Fyfrwyr yn cynnig gwasanaeth ymholi rheng flaen yn Ardal ASK yr Hwb, ac oherwydd hynny, bydd yn bwynt cyswllt cyntaf i fyfrwyr, staff ac ymwelwyr, ac yn cynnig gwasanaeth croesawgar, ymatebol, proffesiynol ac effeithlon i gwsmeriaid.

Bydd yn rhaid i ddeiliad y swydd ddatblygu a chynnal gwybodaeth dda ynghylch y gwasanaethau sy'n ymwneud â myfyrwyr a ddarperir gan yr adran Bywyd Myfyrwyr a Champws, a gwasanaethau eraill y Brifysgol. Disgwylir iddo fabwysiadu'r ymateb mwyaf priodol i fodloni anghenion unigol pob myfyriwr, gan fynd i'r afael â'r broblem yn y fan a'r lle pan mae hynny'n bosibl - neu os ddim - trefnu i'r myfyriwr gael cymorth effeithiol gan ymgynghorwyr neu wasanaethau proffesiynol perthnasol o fewn y Brifysgol.

Bydd deiliad y swydd yn gweithio'n bennaf yn Adeilad Edward Llwyd ar gampws Plas Coch, a bydd hefyd yn cynnig cymorth mewn gwahanol leoliadau ar y campws hwn, a safleoedd lloeren eraill megis campysau Stryd y Rhaglaw, Optig a Llaneanrain.

Tasgau Allweddol

Bydd cyfrifoldebau yn cynnwys:

- Ymateb yn broffesiynol i bob ymholiad sy'n cyrraedd ASK, un ai wyneb yn wyneb, dros y ffôn neu'n electronig.
- Ymwneud yn rhagweithiol â myfyrwyr er mwyn cefnogi'r myfyriwr i geisio cymorth a fydd yn gwella ei brofiad yn y brifysgol. Bydd hyn yn cynnwys 'dod o hyd' i fyfrwyr drwy gael trafodaeth i bennu a ydynt angen cymorth, neu pa fath o gymorth fydd o ddefnydd iddynt.
- Ymateb yn rhagweithiol i bob ymholiad yn effeithiol, o gyfeirio myfyrwyr at adnoddau ar-lein i'w cefnogi nhw i gyfeirio eu hunain drwy'r porth digidol at wasanaethau proffesiynol perthnasol. Efallai y bydd hyn yn cynnwys gwneud apwyntiadau gydag ymgynghorwyr a/neu weithwyr proffesiynol arbenigol.

- Bod yn gyfrifol am uwchlwytho'r cynnwys i'r tudalennau gwybodaeth yn yr Ardal ASK/Hwb, sy'n cael ei ddarparu gan Ymgynghorwyr o fewn yr adran Bywyd Myfyrwyr a Champws.
- Datblygu a chynnal gwybodaeth dda ynghylch y gwasanaethau sy'n ymwneud â myfyrwyr a ddarperir gan yr adran Bywyd Myfyrwyr a Champws, a gwasanaethau eraill y Brifysgol.
- Darparu cymorth ychwanegol i'r adrannau canlynol, sy'n gysylltiedig â Bywyd Myfyrwyr a Champws, dan gyfarwyddyd y Swyddog Cyngor ac Arweiniad i Fyfrwyr:
 - Cyngor ar Gyllid ac Arian
 - Iechyd a Llesiant
 - Cwrsela ac Iechyd Meddwl
 - Caplaniaeth
 - Llety
 - Gyrfaoedd
 - Cynhwysiant

Gall y cymorth ychwanegol hwn gynnwys:

- Cefnogi digwyddiadau Bywyd Myfyrwyr a Champws
- Cwblhau tasgau gweinyddol
- Cyhoeddi archebion prynu/ceisiadau taliadau BACS, glynu wrth reoliadau Ariannol
- Llwytho cynnwys ar y cyfryngau cymdeithasol a chyfrannu atynt
- Agwedd hyblyg at oriau gwaith, a manau gweithio, er mwyn bodloni anghenion y myfyrwyr.
- Sicrhau cyfrinachedd a chywirdeb yr holl wybodaeth sy'n ymwneud â myfyrwyr yn unol â Rheoliad Cyffredinol Diogelu Data y DU, Deddf Diogelu Data a deddfwriaethau a Chodau Ymarfer perthnasol eraill, gan gynnwys Polisi Diogelwch Gwybodaeth y Brifysgol
- Cwblhau hyfforddiant rheolaidd sy'n ofynnol gan y Brifysgol

Dal ati â datblygiad proffesiynol parhaus er mwyn bod yn ymwybodol o newidiadau yn y sector sy'n ymwneud â'r swydd a mentrau datblygu a gwella gwasanaeth o fewn y Brifysgol sy'n ceisio gwella profiadau myfyrwyr.

Nodweddion Arbennig

- Darperir iwnifform cyn dechrau'r swydd a bydd disgwyl i ddeiliad y swydd ei gwisgo drwy'r amser wrth ymgymryd â dyletswyddau sy'n gysylltiedig â'r swydd.
- Bydd angen peth hyblygrwydd o ran oriau gwaith yn y swydd hon.

Dyletswyddau Cyffredinol

Ymddwyn mewn modd sy'n cefnogi Polisi Iechyd, Diogelwch a'r 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.

Cyfrifoldeb y gweithwyr yw ymgorffori Polisi Cyfle Cyfartal y Brifysgol o fewn eu maes cyfrifoldeb eu hunain ac yn eu hymddygiad cyffredinol.

Mae gan yr holl staff gyfrifoldeb i hyrwyddo gofal cwsmer o ansawdd yn eu maes cyfrifoldeb eu hunain.

Disgwylir i ddeiliaid swydd gydweithredu â'r broses Adolygu Datblygiad Proffesiynol, gan gymryd rhan wrth osod amcanion er mwyn cynorthwyo gyda monitro perfformiad a datblygiad yr unigolyn.

Gellir neilltuo dyletswyddau perthnasol cyffelyb eraill sy'n gymesur â gradd y swydd gan y Rheolwr ac mewn cytundeb â deiliad y swydd. Ni ddylid gwrthod cytundeb o'r fath yn afresymol.

Mae'r cyfrifoldebau allweddol sydd wedi'u cynnwys yn y swydd ddisgrifiad hwn yn rhoi argraff, nid rhestr gynhwysfawr mohoni. Gellir addasu dyletswyddau a chyfrifoldebau mewn trafodaeth â deiliad y swydd.

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 pan mae eu hangen, mewn ymgynghoriad â deiliad y swydd.

Manyleb Person

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 er mwyn llunio rhestr fer

Meini Prawf Dethol					
Priodoleddau	Eitem	Meini Prawf Perthnasol	Dull Adnabod	Pwysigrwydd	
1	Sgiliau a Galluoedd	1.1	Hoelio sylw ar gwsmeriaid gyda sgiliau rhyngpersonol a chyfathrebu rhagorol	Ff/C	H
		1.2	Hyderus i ganolbwyntio'n uniongyrchol ar bobl, ac ymgysylltu'n rhagweithiol gyda nhw	Ff/C	H
		1.3	Gallu amlwg i ddefnyddio eich menter eich hun a gweithio'n annibynnol ond gwybod pryd i geisio cyngor pellach.	Ff/C	H
		1.4	Yn hyderus, a heb gynhyrfu dan bwysau.	Ff/C	H
		1.5	Gallu gweithio gyda staff ar bob lefel	Ff/C	H
		1.6	Profiad amlwg o gydweithio mewn tîm.	Ff/C	H
		1.7	Arfer gweithio ystyriol amlwg i gefnogi anghenion eraill.	Ff/C	H
		1.8	Agwedd gadarnhaol at waith, hunan gymhellant, a gwytnwch, gyda thystiolaeth sy'n dangos gallu i addasu i'r anghenion a'r blaenoriaethau sy'n parhau i newid er mwyn bodloni anghenion y cwsmer	Ff/C	H
		1.9	Sgiliau TG da, yn cynnwys rhaglenni Microsoft Office (Word, Excel, PowerPoint, Teams ac Outlook) a'r gallu i addasu i systemau TG eraill y Brifysgol (e.e. Elemental, SITS).	Ff/C	H
2	Gwybodaeth Gyffredinol ac Arbenigol	2.1	Profiad o weithio mewn lleoliad Addysg Uwch.	Ff/C	H
		2.2	Gallu amlwg i gyfathrebu'n broffesiynol, yn hyderus, yn sensitif a chyda gonestrwydd.	Ff/C	H
		2.3	Gallu siarad Cymraeg	Ff/C	D

3	Addysg a Hyfforddiant	3.1	Addysg hyd at lefel HNC/HND (neu gyfwerth)	Ff/C/T	D
		3.2	Cymhwyster / hyfforddiant Gwasanaeth Cwsmer (e.e. Customer First)	Ff/C/T	D
4	Profiad Perthnasol	4.1	Profiad o weithio mewn tîm	Ff/C	H
		4.2	Profiad o weithio mewn lleoliad prysur lle mae angen delio â chwsmeriaid	Ff/C	H
		4.3	Profiad o ddarparu gwasanaeth cwsmer o ansawdd dda iawn	Ff/C	H
		4.4	Profiad o ddefnyddio amrywiaeth o lwyfannau cyfryngau cymdeithasol a rhaglenni electronig eraill	Ff/C	D
5	Gofynion Arbennig	5.1	Meddu ar natur hyderus, frwdfrydig a rhagweithiol	Ff/C	H
		5.2	Mae'r gallu i gyfathrebu yn Gymraeg yn ddymunol. Wedi dweud hynny, mae cefnogi treftadaeth ddiwylliannol Cymru a dealltwriaeth am ddatblygiadau cyfredol yng Nghymru yn hanfodol	Ff/C	D

Allwedd	Dull Adnabod	Ff	Ffurflen Gais
		C	Cyfweliad
		T	Copi o Dystysgrifau
	Pwysigrwydd	D	Dymunol
		H	Hanfodol

Job Description

Faculty/Directorate	Operations Directorate
Section	Student and Campus Life: Student Advice and Guidance
Job Title	Student Advice and Guidance Assistant
Reports to	Student Advice and Guidance Officer
Grade	O&A2

Principal Accountabilities

The Student Advice and Guidance Assistant will provide the front-line enquiry service within the Ask Area of the Hub and as such be the first point of contact for students, staff and visitors, providing a welcoming, responsive, professional and efficient customer focused service.

The post holder will be required to develop and maintain an excellent knowledge of the student facing services provided by Student and Campus Life and other University services. They will be expected to adopt the most appropriate response to the individual needs of each student, wherever possible addressing the issue on the spot or - if not possible - arranging for the student to receive effective support from advisors or relevant professional services within the University.

The post holder will be primarily based in the Edward Llywd Building on the Plas Coch campus and will also offer support in different locations on this campus as well as other satellite sites such as Regent Street, Optic and Northop campuses

Key Tasks

Responsibilities will include:

- Respond professionally to all enquiries made into ASK, either in-person, via telephone or electronically.
- Engage proactively with students to facilitate the student to access support that will improve their university experience. This will involve 'seeking out' students through conversation to determine whether/what support they may benefit from.
- Respond proactively to all enquiries effectively, from signposting students to on-line resources and supporting them to self-refer through the digital portal to relevant professional services. This might include making appointments with advisors and/or specialist professionals.
- Responsible for uploading the content for the information screens in the Ask Area/Hub, provided by Advisors within Student and Campus Life.
- Develop and maintain an excellent knowledge of the student facing services provided by Student and Campus Life and other University Services.

- As directed by the Student Advice and Guidance Officer provide additional support to the following Student and Campus Life departments:
 - Funding and Money Advice
 - Health and Wellbeing
 - Counselling and Mental Health
 - Chaplaincy
 - Accommodation
 - careers
 - inclusion

This additional support might include:

- Supporting events within Student and Campus Life
- Undertaking administrative tasks
- Raising purchase orders/BACS payment requests, adhering to Financial regulations
- Contributing to and uploading social media content
- Have a flexible approach to working hours and places of work to meet the needs of the students.
- Ensure confidentiality and integrity of student information in accordance with the UK GDPR, Data Protection Act and other relevant legislation and Codes of Practice including the University's Information Security Policy
- Undertake regular University required training

Maintain continuing professional development to keep abreast of sector changes relating to the role and service developments and improvements initiatives within the University aiming to improve student experience.

Special Features

- A uniform will be provided prior to commencement of the role and be expected to be worn at all times while undertaking duties associated to the role.
- The post requires some flexibility with working hours.

General Duties

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.

It is the responsibility of employees to apply the University's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

All staff have a responsibility for promoting high levels of customer care within their own areas of responsibility.

Post holders are expected to co-operate with the Professional Development Review (PDR) process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with the post holder. Such agreement should not be unreasonably withheld.

The key responsibilities contained in this job description are indicative not exhaustive. Duties and responsibilities may be altered in discussion with the post holder.

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

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

Selection Criteria					
Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills and Abilities	1.1	Highly customer focussed with excellent interpersonal and communication skills	A/I	E
		1.2	Confidence to be outwardly focussed and proactively engage with people	A/I	E
		1.3	Demonstrable ability to use own initiative and work independently but knowing when to seek further advice.	A/I	E
		1.4	The ability to stay calm and confident in difficult or pressurised situations.	A/I	E
		1.5	The ability to work with staff at all levels	A/I	E
		1.6	Demonstrable experience of working collaboratively as part of a team.	A/I	E
		1.7	Demonstrable empathetic working practice to support the needs of others.	A/I	E
		1.8	A flexible can-do approach, self-motivation, and resilience with evidence of the ability to adapt to the changing needs and priorities to meet the needs of the customer	A/I	E
		1.9	Good IT skills including Microsoft Office Applications (Word, Excel, PowerPoint, Teams and Outlook) and the ability to adapt to other University IT systems (e.g. Elemental, SITS).	A/I	E
2	General and Specialist Knowledge	2.1	Experience of working in a Higher Education setting.	A/I	E
		2.2	Demonstrable ability to communicate professionally, confidentially, sensitively and with integrity.	A/I	E
		2.3	Welsh Speaking	A/I	D
3	Education and Training	3.1	Educated to HNC/HND (or equivalent)	A/I/C	D
		3.2	Customer Services qualification / training (e.g. Customer First)	A/I/C	D

4	Relevant Experience	4.1	Experience of working in a team	A/I	E
		4.2	Experience of working in a busy customer-focussed environment	A/I	E
		4.3	Experience of providing high level customer service	A/I	E
		4.4	Experience of using a variety of social media platforms and other electronic applications	A/I	D
5	Special Requirements	5.1	To have a confident, enthusiastic and proactive nature	A/I	E
		5.2	The ability to communicate in Welsh is desirable, however a sympathy with Welsh cultural heritage and an understanding of current developments in Wales is essential	A/I	D

Key	Identification Method	A	Application Form
		I	Interview
		C	Copy of Certificates
	Rank	D	Desirable
		E	Essential