



**TEITL Y SWYDD - POST TITLE:**

**Uwch Gynorthwy-ydd Gwasanaeth  
Cwsmer Calon Tysul Canolfan  
Hamdden a Dŵr  
(Llawn Amser)**

**Senior Customer Service Assistant  
Calon Tysul Leisure and Aqua Centre  
(Full Time)**

Cyflog - Wage £16,341 pa

37.5 awr yr wythnos - hours per week

Swydd parhaol - Permanent position

**YN ATEBOL I - ACCOUNTABLE TO:** Rheolwr Canolfan - Centre Manager

**YN GYFRIFOL AM - ACCOUNTABLE FOR:** Neb / None

**PRIF DDIBEN Y SWYDD:**

- Cynorthwyo Rheolwr Canolfan i oruchwyllo'r perfformiad gweithredol yn effeithiol yng Nghanolfan Hamdden a Dŵr Calon Tysul, gan sicrhau gwasanaeth o safon i'n cwsmeriaid.
- Sicrhau bod y systemau triniaeth gemegol a'r holl offer sy'n gysylltiedig â'r pwll nofio yn gweithio'n iawn, pan fo angen amdanynt.

**MAIN PURPOSE OF JOB:**

- To assist the Centre Manager in the effective supervision of operational performance at Calon Tysul Leisure and Aqua Centre ensuring quality service provision to our customers.
- To ensure the proper operation of swimming pool plant equipment and chemical treatment systems when necessary.

**Y PRIF GYFRIFODELBAU:**

1. Bod yn Arweinydd Tîm sy'n cynorthwyo ac ysgogi staff wrth iddynt gyflawni eu dyletswyddau er mwyn rhoi gwasanaeth o'r radd flaenaf i gwsmeriaid
2. Bod yn gyfrifol am oruchwylio'r pwll nofio gan sicrhau lefel addas o staff a rheolaeth briodol bob amser, yn unol â'r gofynion diogelwch.
3. Sicrhau bod y cyfleuster yn bodloni gofynion a disgwyliadau ei ddefnyddwyr drwy gynnal archwiliadau glendid a diogelwch yn unol â'r drefn a'r safon y cytunwyd arnynt, gan gyflawni dyletswyddau glanhau cyffredinol i'r safon y cytunwyd arni.
4. Dysgu eraill i nofio a/neu roi hyfforddiant chwaraeon iddynt ar gais y staff goruchwylio.
5. Cyflawni dyletswyddau derbynfa gan gynnwys gweithredu'r tiliau a'r systemau archebu, ymdrin â materion aelodaeth, a chysoni arian, gan gydymffurfio â Gweithdrefnau Ariannol a Gweinyddol y Cyfleusterau Hamdden.
6. Gweithredu offer a pheiriannau yn y dull cywir gan sicrhau bod yr holl wiriadau diogelwch a phroffion dŵr yn cael eu gwneud yn unol â'r gweithdrefnau cymeradwy.
7. Sicrhau bod cwsmeriaid y Ganolfan yn cadw at y safonau diogelwch ond os bydd angen byddwch yn rhoi triniaeth Cymorth Cyntaf ac yn achub bywydau yn y pwll.
8. Cadw at weithdrefnau lechyd a Diogelwch a gweithredu.
9. Cynorthwyo i roi offer at ei gilydd a'u datgymalu yn ôl gofynion cwsmeriaid y cyfleuster.
10. Cyflawni Cymwysterau proffesiynol ym mhob maes arbenigedd sy'n berthnasol i'ch swydd a mynychu'r hyfforddiant parhaus angenrheidiol.
11. Cydymffurfio â pholisi Gofal Cwsmeriaid Calon Tysul ac ymrwmo i ddarparu gofal o'r safon uchaf i'n cwsmeriaid.
12. Ymgymryd ag unrhyw ddyletswyddau eraill y bydd y Rheolwr yn tybio eu bod yn rhesymol i sicrhau gwasanaeth sy'n gyson o'r radd flaenaf i'n holl gwsmeriaid.

**PRINCIPAL ACCOUNTABILITIES:**

1. To be the Team Leader who supports and motivates staff in undertaking their duties as a means of achieving high levels of service delivery to customers
2. To be responsible for supervision of the swimming pool ensuring it is properly manned and controlled in accordance with safety requirements.
3. To ensure the facility meets the requirements and expectations of its users by the undertaking of cleanliness & safety inspections as per the agreed schedule and quality standard, undertaking general cleaning duties to the agreed quality standard.
4. To undertake any swimming instruction and/ or sports coaching as and when requested by supervisory staff.
5. Undertake reception duties to include the operation of till and booking systems, memberships, and cash reconciliation, adhering to the Leisure Facilities Finance & Administration Procedures.
6. To operate plant and equipment in the required manner ensuring that all safety checks and water tests are undertaken in accordance with approved procedures.
7. To ensure that the Centre's customers adhere to safety standards but if required administer First Aid treatment and effect pool rescues.
8. To adhere to all Health and Safety and operating procedures.
9. To assist in undertaking any assembling and dismantling of equipment that may be required by customers of the facility.
10. To achieve professional qualifications in all specialist areas relevant to your post and attend the necessary ongoing training.
11. To follow Calon Tysul's customer care policy and be committed to the very highest standards of care to our customers.
12. To undertake any other duties deemed reasonable by the Manager to ensure the very highest level of consistent service delivery to all our customers.

<b>SGILIAU HANFODOL</b>	<b>ESSENTIAL SKILLS:</b>
<p><b>CYMWYSTERAU/HYFFORDDIANT GALWEDIGAETHOL/GALLUOEDD</b></p> <p>Cymhwyster Achubwyr Bywydau mewn Pyllau Nofio gyfredol (NARS, STA, RLSS)</p> <p>Cymhwyster Gweithredwyr Peiriannau Pwll gyfredol</p> <p>Tystysgrif Cymorth Cyntaf gyfredol</p> <p><b>GWYBODAETH:</b> Achub Bywyd mewn pwll nofio Gweithrediadau Peiriannau Pwll Gofal cwsmeriaid</p> <p><b>PROFIAD:</b> Bod yn hyfforddwr nofio / chwaraeon</p> <p><b>Y SGILIAU SY'N YMWNEUD Â'R SWYDD</b> Y gallu i gyflawni lefel uchel o berfformiad Y gallu i ddefnyddio menter a bod yn arloesol Ymagwedd gadarnhaol a brwdfrydig o ran darparu gwasanaeth Ymrwymiad i gyflawni targedau</p> <p><b>SGILIAU PERSONOL:</b> Sgiliau da o ran ymwneud â phobl eraill Ymrwymiad cryf i ddarparu gofal i gwsmeriaid Y gallu i weithio mewn tîm Y gallu i ymateb i broblemau/cwynion yn gadarnhaol</p>	<p><b>QUALIFICATIONS / VOCATIONAL TRAINING / COMPETENCIES:</b></p> <p>Current Lifeguarding Qualification (NARS, STA, RLSS Pool Life Guard)</p> <p>Current Pool Plant Operators Qualification</p> <p>Current First Aid Qualification</p> <p><b>KNOWLEDGE:</b> Pool life guarding Pool Plant Operations Customer care</p> <p><b>EXPERIENCE:</b> Swimming instruction / sports coaching</p> <p><b>JOB RELATED SKILLS:</b> Ability to achieve a high level of performance Ability to use initiative and be innovative Positive and enthusiastic approach to service delivery Commitment to achieving targets</p> <p><b>PERSONAL SKILLS:</b> Well-developed interpersonal skills Strong commitment to customer care Team player Ability to respond to problems / complaints positively</p>
<p><b>SGILIAU CYFATHREBU:</b></p> <p>Gweler fframwaith ALTE ar gyfer Cymraeg – gyda esboniad pob lefel (ALTE – Association of Language Testers in Europe)</p> <p>Sgiliau llafar Cymraeg – Lefel 3 Sgiliau ysgrifennu Cymraeg – Lefel 3 Sgiliau llafar Saesneg – Lefel 3 Sgiliau ysgrifennu Saesneg – Lefel 3</p>	<p><b>COMMUNICATION SKILLS:</b></p> <p>See ALTE Framework for Welsh – with an explanation of skill levels (ALTE – Association of Language Testers in Europe)</p> <p>Welsh Verbal Skills – Level 3 Welsh Written Skills – Level 3 English Verbal Skills – Level 3 English Written Skills – Level 3</p>



<b>SGILIAU DYMUNOL:</b>	<b>DESIRABLE SKILLS:</b>
<p>Gwybodaeth gweinyddiaeth ac ariannu Gweithio mewn amgylchedd sy'n cael ei yrru gan gwsmeriaid Gwybod sut mae defnyddio pecynnau Microsoft Office, rhaglenni penodol ayyb. Profiad gweithio mewn tîm mewn pwll nofio / Canolfan Hamdden</p>	<p>Knowledge of administration &amp; finance Working in a customer driven environment Computer packages e.g. Microsoft Office, specific programmes etc. Working in a team environment in a Leisure Centre / swimming pool</p>
<p><b>AMGYLCHIADAU ARBENNIG:</b> Bydd disgwyl i ddeiliad y swydd weithio y tu hwnt i oriau arferol swyddfa, boreau cynnar (cychwyn am 6.00yb) ac ar nifer o ddyddiau Sadwrn a Sul pob mis yn ôl y gofyn.  Datgeliad GDG Manwl - Bydd archwiliad Gweithlu Plant ac Oedolion yn cael ei gwblhau cyn cychwyn.</p>	<p><b>SPECIAL CIRCUMSTANCES:</b> The post holder will be expected to work outside of normal office hours, some early mornings (6.00am start) and a number of Saturdays and Sundays each month as required.  An Enhanced DBS Disclosure – Children and Adults Workforce will be completed prior to commencement.</p>