

**TEITL Y SWYDD****Cynorthwy-ydd Gwasanaeth  
Cwsmer Calon Tysul (achlysurol)****POST TITLE:****Customer Service Assistant Calon  
Tysul (Casual)****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 GYFRIFOLDEBAU:**

1. Bod yn gyfrifol am oruchwyllo'r pwll nofio gan sicrhau lefel addas o staff a rheolaeth briodol bob amser, yn unol â'r gofynion diogelwch.
2. Sicrhau bod y cyfleuster yn bodloni gofynion a disgwiliadau 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.
3. Dysgu eraill i nofio a/neu roi hyfforddiant chwaraeon iddynt ar gais y staff goruchwyllo.
4. 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.
5. Cadw at weithdrefnau lechyd a Diogelwch a gweithredu.
6. Cynorthwyo i roi offer at ei gilydd a'u datgymalu yn ôl gofynion cwsmeriaid y cyfleuster.
7. Cyflawni Cymwysterau proffesiynol ym mhob maes arbenigedd sy'n berthnasol i'ch swydd a mynychu'r hyfforddiant parhaus angenrheidiol.

**PRINCIPAL ACCOUNTABILITIES:**

1. To be responsible for supervision of the swimming pool ensuring it is properly manned and controlled in accordance with safety requirements.
2. 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.
3. To undertake any swimming instruction and/ or sports coaching as and when requested by supervisory staff.
4. To ensure that the Centre's customers adhere to safety standards but if required administer First Aid treatment and effect pool rescues.
5. To adhere to all Health and Safety and operating procedures.
6. To assist in undertaking any assembling and dismantling of equipment that may be required by customers of the facility.
7. To achieve professional qualifications in all specialist areas relevant to your post and attend the necessary ongoing training.



<p>8. Cydymffurfio â pholisi Gofal Cwsmeriaid Calon Tysul ac ymrwymo i ddarparu gofal o'r safon uchaf i'n cwsmeriaid.</p> <p>9. 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.</p>	<p>8. To follow Calon Tysul's customer care policy and be committed to the very highest standards of care to our customers.</p> <p>9. To undertake any other duties deemed reasonable by the Manager to ensure the very highest level of consistent service delivery to all our customers.</p>
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<b>SGILIAU HANFODOL</b>	<b>ESSENTIAL SKILLS:</b>
<p><b>CYMWYSTERAU/HYFFORDDIANT GALWEDIGAETHOL/GALLUOEDD</b> Cymhwyster Achubwyr Bywydau mewn Pyllau Nofio gyfredol (NARS, STA, RLSS) Tystysgrif Cymorth Cyntaf gyfredol</p> <p><b>GWYBODAETH:</b> Achub Bywyd mewn pwll nofio 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> Current Lifeguarding Qualification (NARS, STA, RLSS Pool Life Guard) Current First Aid Qualification</p> <p><b>KNOWLEDGE:</b> Pool life guarding 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>

<b>SGILIAU CYFATHREBU:</b>	<b>COMMUNICATION SKILLS:</b>
<p>Gweler fframwaith ALTE ar gyfer Cymraeg – gyda esboniad pob lefel (ALTE – Association of Language Testers in Europe)</p>	<p>See ALTE Framework for Welsh – with an explanation of skill levels (ALTE – Association of Language Testers in Europe)</p>



<p>Sgiliau llafar Cymraeg – Lefel 3  Sgiliau ysgrifennu Cymraeg – Lefel 2  Sgiliau llafar Saesneg – Lefel 3  Sgiliau ysgrifennu Saesneg – Lefel 2</p>	<p>Welsh Verbal Skills – Level 3  Welsh Written Skills – Level 2  English Verbal Skills – Level 3  English Written Skills – Level 2</p>
<p><b>SGILIAU DYMUNOL:</b></p>	<p><b>DESIRABLE SKILLS:</b></p>
<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  Cymhwyster Gweithredwyr Peiriannau Pwll gyfredol</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  Current Pool Plant Operators Qualification</p>
<p><b>AMGYLCHIADAU ARBENNIG:</b></p>	<p><b>SPECIAL CIRCUMSTANCES:</b></p>
<p>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 yn ôl y gofyn.    Datgeliad GDG Manwl - Bydd archwiliad Gweithlu Plant ac Oedolion yn cael ei gwblhau cyn cychwyn.</p>	<p>The post holder will be expected to work outside of normal office hours, some early mornings (6.00am start) and several Saturdays and Sundays as required.    An Enhanced DBS Disclosure – Children and Adults Workforce will be completed prior to commencement.</p>