



TEITL Y RÔL – ROLE TITLE:

Gwirfoddolwr Croesawi Cwsmeriaid

Reception Welcomer Volunteer

YN ATEBOL I - ACCOUNTABLE TO:

Rheolwr Canolfan - Centre Manager

YN GYFRIFOL AM - ACCOUNTABLE FOR:

Neb - N/A

PRIF DDIBEN Y RÔL: Cyfarch pob ymwelydd a galwr mewn modd cwrtais, proffesiynol a chyflawni ystod o dasgau yn y dderbynfa 1 shiftf wythnosol, e.e. prynhawn (1pm i 5pm) neu gyda'r nos (4pm - 8pm) neu amseroedd eraill i'w gytuno	MAIN PURPOSE OF ROLE: To greet all visitors and callers in a polite, professional and courteous manner and carry out a range of reception tasks 1 weekly shift, e.g. afternoon (1pm to 5pm) or evening (4pm – 8pm) or other times to be agreed
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Y PRIF TASGAU: <ol style="list-style-type: none">Derbyn a chroesawu pob ymwelydd â'r Ganolfan mewn modd cwrtais a chyfeillgar a'u cyfarwyddo fel y bo'n briodol.Ymdrin yn effeithiol ag ymholiadau gan gwsmeriaid ac ymateb yn effeithlon i alwadau ffôn.Sicrhau bod desg y Dderbynfa a'r man cyntedd wedi'i chyflwyno'n dda, ei chadw'n lân ac yn daclus.Peidiwch byth â gadael desg y Dderbynfa yn ddi-griw (oni bai am argyfwng).Darllen a dilyn y Ddogfen Weithdrefn Dân.Dilynwch yr holl brotocolau fel y'u rhestrir yn y Ffolder Gwybodaeth Dderbynfa.Disgwylir i'r gwirfoddolwr gymryd cyfrifoldeb am ei iechyd a'i ddiogelwch ei hun yn y gwaith, bydd angen darparu cefnogaeth briodol i'r tîm rheoli ar gyfer materion iechyd a diogelwch corfforaethol ac adrodd am unrhyw feysydd risg.Cydymffurfio â pholisi Gofal Cwsmeriaid Calon Tysul ac ymrwymo i ddarparu gofal o'r safon uchaf i'n cwsmeriaid.	MAIN TASKS: <ol style="list-style-type: none">To receive and welcome all visitors to the Centre in a courteous and friendly manner and to direct them as appropriate.Deal effectively with customer enquiries and respond efficiently to telephone calls.To ensure that the Reception desk and foyer area is well presented, kept clean and tidy.Never leave the Reception desk unmanned (except in an emergency).To read and follow the Fire Procedure Document.Follow all protocols as itemised in the Reception Information Folder.The volunteer will be expected to take responsibility for their own health and safety at work, provide appropriate support to the management team for corporate health and safety issues and report any areas of risk.To follow Calon Tysul's customer care policy and be committed to the very highest standards of care to our customers.
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<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>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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<p>HYFFORDDIANT:</p>	<p>TRAINING:</p>
<p>Hyfforddiant gorfodol a statudol wedi'i nodi ar gyfer y rôl hon:</p> <ul style="list-style-type: none"> • Sefydlu Gwirfoddolwyr • Ffolder Gwybodaeth Derbynfa - darllenwch yn drylwyr, gan gynnwys diweddariadau • Hyfforddiant ar gyfer gwirfoddolwyr pob chwarter 	<p>Mandatory and statutory training identified for this role:</p> <ul style="list-style-type: none"> • Volunteer Induction • Reception Information Folder – read thoroughly, including updates • Quarterly volunteer training update
<p>SGILIAU CYFATHREBU:</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 2 Sgiliau ysgrifennu Cymraeg – Lefel 2 Sgiliau llafar Saesneg – Lefel 2 Sgiliau ysgrifennu Saesneg – Lefel 2</p> <p>Gellir rhoi hyfforddiant llawn er mwyn cyrraedd Lefel 2 yn Gymraeg</p>	<p>COMMUNICATION SKILLS:</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 2 Welsh Written Skills – Level 2 English Verbal Skills – Level 2 English Written Skills – Level 2</p> <p>Full training can be given in order to reach Level 2 in Welsh</p>
<p>SGILIAU DYMUNOL:</p>	<p>DESIRABLE SKILLS:</p>
<ul style="list-style-type: none"> • 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 pwl nofio / Canolfan Hamdden 	<ul style="list-style-type: none"> • Knowledge of administration & 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