

## SWYDD DDISGRIFIAD

**SWYDD:** DERBYNNYDD

**STATWS:** PARHAOL, LLAWN AMSER (37 AWR YR WYTHNOS)

**Patrwn Gwaith:**

Dydd Llun, Dydd Mawrth, Dydd Mercher a Dydd Iau, 8.30-5 yp

Dydd Gwener 8.30-4.30yp

(Dydd Iau yn ystod y tymor – 12:30 yp – 9 yp – ar gyfer dosbarthiadau nos/taliadau (bob yn ail wythnos)

**GRADD:** APT&C GRADDFA 2, PWYNT 15-16

£19, 129 - £19, 679 Y FLWYDDYN

**LLEOLIAD:** RHYL

**ATEBOLRWYDD RHEOLAETH LLINELL I: RHEOLWR GWASANAETHAU DYSGWYR**

### PRIF BWRPAS

Fel Derbynnnydd byddwch yn cyflwyno profiad gwasanaeth cwsmeriaid cyfeillgar ac addysgiadol i bawb yn y coleg. Bydd gennych y sgiliau i feithrin perthynas â'n dysgwyr, ymwelwyr a staff i sefydlu eu hanghenion yn gyflym er mwyn rhoi'r wybodaeth gywir iddynt. Mae ein Derbynnnyddion yn adlewyrchu Ein Gwerthoedd ym mhopeth a wnânt.

### PRIF DDYLETSWYDDAU A CHYFRIFOLDEBAU

1. Ymgymryd â dyletswyddau cyffredinol derbynfa, gan gynnwys:

Cyfarch a derbyn ymwelwyr

Delio gydag ymholiadau cyffredinol ac ariannol gan aelodau o'r cyhoedd, gan

staff a myfyrwyr y Coleg gan gynnwys ymholiadau lleoliad ystafell a sesiwn

Gwneud a derbyn galwadau ffôn

Cymryd negeseuon

Gyrru a derbyn ffacsys a chwblhau cofnodion ffacs wrth eu gyrru a'u derbyn

Cysylltu â staff ar systemau cyfathrebu mewnol

Cyfeirio ymwelwyr neu drefnu iddynt gael eu hebrwng i ran arall o'r Coleg

Dilyn gweithdrefnau diogelwch safonol y Coleg

Cadw cofnodion ymwelwyr

Cadw ardal y dderbynfa'n daclus a thwt

Cadw ffynonellau cyffredinol o wybodaeth a ddefnyddir yn y dderbynfa

Cynnal a chadw a diweddarau llawlyfr y dderbynfa

2. Gweithredu switsfwrdd y Coleg

3. Cefnogi prosesau gweinyddol ar gyfer dosbarthiadau dydd a nos i gynnwys cysylltu gyda chydlynwyr canolfannau mewn ysgolion lleol, gweinyddu rhestri cyfweld a chysylltu â staff i gasglu myfyrwyr o'r dderbynfa.
4. Derbyn a chofnodi ffioedd cofrestru. Bydd y dyletswyddau yma'n cynnwys gweithredu til arian, dulliau talu cysylltiedig gan gynnwys dosbarthu derbynebau.
5. Cysylltu â darparwyr taci i drefnu trafndiaeth os bydd achos o argyfwng, neu pan fo myfyrwyr wedi gweithio'n hwyrach nag amseroedd arferol trafndiaeth y Coleg.
6. Cofnodi eiddo coll a gyflwynir yn y Dderbynfa.
7. Dosbarthu ffurflenni amrywiol, e.e. Ffurflenni Eithrio Treth Cyngor, Ffurflenni Cais Pas Bws, Ffurflenni Adrodd Damwain, Ffurflenni Hawlio Teithio a Thâl.
8. Dyletswyddau ystafell bost gan gynnwys cynorthwyo i agor a pharatoi post i'w yrru allan.
9. Cynorthwyo gyda dyletswyddau gweinyddol cyffredinol gan gynnwys cynnal a chadw data-basau, gairbrosesu dogfennau amrywiol gan gynnwys teipio cyffredinol fel fo angen.
10. Ymgymryd â dyletswyddau ffeilio cyffredinol.
11. Sicrhau fod gwasanaeth blaen tŷ proffesiynol yn cael ei ddarparu.
12. Gweithio'n hyblyg fel rhan o Dîm Gweinyddol Coleg y Rhos er mwyn gweithio'n lle rhywun arall pan fo angen.
13. Cymryd rhan yng ngwelliannau ansawdd.
14. Cyfrannu i Weithdrefnau Sicrwydd Ansawdd y Coleg ar gyfer gwelliant parhaus o swyddogaeth Derbynfa a Gweinyddol Coleg y Rhyl.
15. Cymryd rhan yn natblygiad a hyfforddiant staff yn gysylltiedig i'r swydd fel y cyfarwyddwyd gan Dîm Rheoli'r Rhyl.
16. Ymgymryd ag unrhyw ddyletswyddau gan eich Gyfarwyddwraig.

## **MANYLION PERSONOL**

### **Rhinweddau Hanfodol:**

- Ymdriniaeth hyblyg, gadarnhaol a brwdfrydig at waith gyda'r gallu i dynnu 'mlaen gyda phobl ar bob lefel
- Sgiliau cyfathrebu ardderchog
- Y gallu i gyfathrebu'n effeithiol drwy gyfwng y Gymraeg a Saesneg
- Sgiliau cyfrifiadurol a'r gallu i ddefnyddio Cymwysiadau Microsoft
- Y gallu i beidio â cholli'ch tymer o dan bwysau
- Proffesiynol ym mhob agwedd o'r swydd
- Sgiliau gweinyddol cyffredinol da, sgiliau rheoli amser a'r gallu i flaenoriaethu tasgau
- Sgiliau gwasanaeth cwsmer ardderchog

### **Rhinweddau Dymunol:**

- Y gallu i allu defnyddio switsfwrdd
- Y gallu i ddefnyddio til arian
- Cymhwyster Cymorth Cyntaf

## **JOB DESCRIPTION**

**POST: RECEPTIONIST**

**STATUS: PERMANENT, FULL TIME (37 HOURS PER WEEK)**

**Working pattern is**

**Monday, Tuesday, Wednesday & Thursday, 8.30-5pm**

**Friday 8.30-4.30pm**

**(Thursday during term time 12.30pm to 9pm to cover evening classes / payments (alternating weeks))**

**GRADE: APT&C GRADE 2, POINTS 15-16  
£19, 129 - £19, 679 PER ANNUM**

**LOCATION: RHYL**

**LINE MANAGEMENT ACCOUNTABILITY TO: LEARNER SERVICES MANAGER**

### **KEY PURPOSE**

As a Receptionist you will deliver a friendly and informative customer service experience to all at the college. You will have the skills to build rapport with our learners, visitors and staff to establish their needs quickly in order to provide them with correct information. Our Receptionists reflect Our Values in everything they do.

### **MAIN DUTIES AND RESPONSIBILITIES**

1. Undertake general reception duties to include:

Greeting and receiving visitors

Dealing with general and financial enquiries from members of the public, College staff and students including room and session location queries

Making and receiving telephone calls

Taking messages

Sending and receiving faxes and completing incoming and outgoing fax records

Contacting staff on internal communications systems

Routing visitors or arranging for them to be escorted to another part of the College

Following standard College security procedures

Keeping visitors' records

Maintaining the reception area so that it is always neat and tidy

Maintaining general sources of information used in the reception

Maintaining and updating reception handbook

2. Operate the College switchboard

3. Support admission processes for both day and evening classes to include linking with co-ordinators of centres at local schools, administering interview lists and contacting staff to collect students from reception.
4. Receive and record course registration fees. These duties will also include operating a cash till, associated payment methods and issuing receipts.
5. Contact taxi providers to arrange transport in cases of emergencies, or when students may have to work beyond normal College transport times.
6. Record lost property handed into Reception.
7. Issue various forms, e.g. Council Tax Exemption Forms, Buss Pass Application Forms, Accident Report Forms, Travel and Pay Claim Forms.
8. Post room duties to include assisting in opening and preparing outgoing mail.
9. Assist with general administrative duties including maintaining databases, word processing various documents including general typing as requested.
10. Undertake general filing duties.
11. Ensure that a professional front of house service is provided.
12. Work flexibly as part of the Rhyl College Administration Team in order to provide cover as and when required.
13. Participate in quality improvements.
14. Contribute to the College Quality Assurance Procedures for the continuous improvement of the Reception and Administrative function of Rhyl College.
15. Participate in staff development and training in relation to job role as directed by the Rhos Management Team.
16. Perform any other duties as required by your line manager.

## **PERSON SPECIFICATION**

### **Essential Qualities:**

- A flexible, positive and enthusiastic approach to work with the ability to get on with people at all levels
- Excellent communication skills

- The ability to communicate effectively through the medium of Welsh and English
- Computer skills and the ability to use Microsoft Applications
- Ability to stay calm under pressure
- Professional in all aspects of the post
- Excellent general administrative skills, time management and ability to prioritise tasks
- Excellent customer service skills

**Desirable Qualities:**

- Ability to operate a switchboard
- Ability to operate a cash till
- First Aid Qualification