

GRŴP LLANDRILLO-MENAI

SWYDD DDISGRIFIAD

TEITL Y SWYDD:	CYNGHORWR MYFYRWYR
STATWS:	PARHAOL
GRADD:	GRADDFA GYFLOG 3 – 4 -£11,758.42 - £13,966.72 Y FLWYDDYN
LLEOLIAD:	COLEG MENAI
ORIAU:	22.5 AWR YR WYTHNOS DROS 42 WYTHNOS Y FLWYDDYN

ATEBOL I Reolwr Gwasanaethau i Ddysgwyr , Coleg Menai & Coleg Meirion-Dwyfor

Pwrpas y Swydd

Darparu gwasanaeth cynghori a chefnogi effeithiol, effeithlon a chyfeillgar i ddarpar fyfyrwyr a dysgwyr sy'n astudio yng Ngholeg Menai. Bydd y dyletswyddau'n cynnwys gweithio wrth ddesg gymorth gan gynorthwyo dysgwyr sydd mewn perygl o ymddieithrio, darparu cymorth a'u cyfeirio fel y bo briodol, darparu gwybodaeth ac arweiniad ar amrediad o ddarpariaethau a gwasanaethau ariannol i fyfyrwyr, gweinyddu cronfeydd cyllid myfyrwyr, derbyn a chofnodi ceisiadau gan fyfyrwyr am wasanaethau ariannol, mewnbynnu a chadw cofnodion o ddata.

Byddwch yn gallu dangos bod gennych brofiad o weithio mewn swydd sy'n canolbwyntio ar gwsmeriaid a bydd arnoch angen sgiliau TG da. Mae'n hanfodol fod gennych sgiliau gwasanaethu cwsmeriaid a chyfathrebu o'r radd flaenaf. Mae'r gallu i fod yn hyblyg a gweithio mewn amgylchedd deinamig yn hanfodol.

Cyfrifoldebau Cyffredinol yn y Coleg

1. Cyfrannu'n effeithiol at y gwaith o gynnig profiadau dysgu a hyfforddi o ansawdd uchel i bob dysgwr, gan ddarparu gwasanaethau mewn modd priodol ac ymatebol sy'n cyrraedd y safon uchaf bosibl o ran gofalu am gwsmeriaid.

2. Bod yn ymwybodol o holl bolisiâu, gweithdrefnau, arferion gwaith a rheoliadau'r coleg, a gweithio'n unol â hwy fel y bo'n berthnasol. Cydymffurfio'n benodol â Chynllun Cydraddoldeb, Polisi Diogelu, Rheoliadau Ariannol, Polisi Iechyd a Diogelwch a Chod Ymddygiad Grŵp Llandrillo Menai.
3. Ymgymryd â hyfforddiant a datblygiad staff priodol i'ch cynorthwyo i gyflawni'ch dyletswyddau a darparu gwasanaethau'n effeithiol.
4. Cynorthwyo i gyflawni dyletswyddau eraill y Gwasanaethau Academaidd yn ôl yr angen ac yn unol â chfnodau prysur a thawel trwy gydol y flwyddyn academaidd, ac ysgwyddo cyfrifoldebau ychwanegol ar gais eich rheolwr llinell neu Gyfarwyddwr y Gwasanaethau i Ddysgwyr.

Bod yn gyfrifol am:

1. Ymateb yn brydlon ac effeithiol i bob ymholiad ynghylch gwasanaethau cefnogi'r coleg a sicrhau bod y rhai sy'n holi'n derbyn gwybodaeth gywir yn brydlon ac mewn modd proffesiynol a chyfeillgar.
2. Gweinyddu systemau a gweithdrefnau cynhwysfawr er mwyn darparu gwasanaethau cyfeillgar ac effeithlon i ddysgwyr a darpar fyfyrwyr yng Ngholeg Menai.
3. Ymateb yn briodol i ymholiadau yn y Gymraeg a'r Saesneg.
4. Gweithio fel brocer diduedd ar ran dysgwyr sy'n derbyn cefnogaeth gan asiantaethau allanol.
5. Darparu gwasanaeth personol i ymgeiswyr, cynnal cyfrinachedd a thrin gwybodaeth yn unol â Pholisiâu'r Coleg o ran Gwarchod Data a pholisiâu a gweithdrefnau Rhyddid Gwybodaeth.
6. Hyrwyddo Cynllun Lles Grŵp Llandrillo Menai.

Prif Ddyletswyddau

1. Darparu gwybodaeth a chynghor cynhwysfawr ar yr ystod o gymwysterau, cyrsiau a chyfleoedd hyfforddiant a gynigir gan y coleg.
2. Cefnogi'r holl weithgareddau recriwtio a'r gwaith o hyrwyddo darpariaeth y coleg mewn nosweithiau agored a digwyddiadau gyrfaoedd.
3. Cefnogi'r cyfnod o bontio rhwng ysgol a'r coleg neu/a chyfleoedd hyfforddi drwy gysylltu ag ysgolion, awdurdodau addysg lleol a staff Gyrfa Cymru.
4. Gweinyddu'r broses ymgeisio, cyfweld a chynnig llefydd yn unol â'r Polisi Derbyn.
5. Gweinyddu a chynnal cofnodion a cheisiadau ysgrifenedig ac electronig yn unol â pholisi a phroses dderbyn y coleg.

6. Cynnig arweiniad a gwasanaeth cyfeirio dysgwyr a darpar ddysgwyr at y gwasanaeth priodol yn y coleg a/neu asiantaeth allanol er mwyn iddynt dderbyn cefnogaeth ar faterion academiaidd, lles a chyllid myfyrwyr.
7. I hyrwyddo a darparu gwybodaeth i fyfyrwyr, rhieni ac eraill sydd â diddordeb ynghylch cymhwysedd a'r cymorth ariannol sydd ar gael drwy gynlluniau ariannu myfyrwyr a chyfeirio dysgwyr atynt fel y bo'n briodol.
8. Darparu gwasanaeth gweinyddol a gwasanaeth cynnig gwybodaeth a chofnodi data effeithiol wrth ddarparu cynlluniau ariannu myfyrwyr, gan gynnwys gweinyddu: Lwfans Cynhaliath Addysg (LCA); Grant Dysgu'r Cynulliad ar gyfer Addysg Bellach; Llwybrau ar Brentisiaethau; ysgoloriaethau a bwrsariaethau; Cyllid Addysg Uwch; Cronfeydd Cymorth i Ddysgwyr; a thocynnau teithio yn unol â chanllawiau'r coleg.
9. Cymryd rhan ym mhob cyfle i gryfhau profiad y dysgwyr a chyflawni dyletswyddau sy'n gysylltiedig â hynny yn unol â chyfarwyddyd Rheolwr y Gwasanaethau i Ddysgwyr a/neu'r Pennaeth Cynorthwyol, Gwasanaethau i Ddysgwr.
10. Cadw cofnodion cywir am fyfyrwyr i ddibenion archwilio.
11. Annog dysgwr i gymryd rhan mewn gweithgareddau cyfoethogi profiad dysgwr.
12. Cyfrannu i'r sefydliad a mynychu digwyddiadau gwybodaeth, recriwtio a chynefino'r coleg fel y bo'n briodol e.e.

MANYLEB DEILIAD Y SWYDD

Nodweddion Hanfodol:

1. Sgiliau cyfathrebu a sgiliau personol ardderchog er mwyn gweithio'n effeithiol gyda myfyrwyr a staff drwy gyfrwng y Gymraeg a'r Saesneg.
2. Wedi ei addysgu at Lefel 3 gyda safon gyffredinol dda o addysg yn cynnwys TGAU Gradd C neu uwch yn Saesneg neu gyffelyb e.e. Sgiliau Allweddol.
3. Cymhwyster mewn gweinyddu neu dechnoleg gwybodaeth.
4. Profiad gweinyddol a threfniadol a enillwyd drwy brofiad o weithio mewn swydd weinyddol, yn cynnwys profiad o ymdrin â gwybodaeth gyfrinachol.
5. Yn meddu ar amrediad llawn o sgiliau TG ardderchog, yn cynnwys prosesu geiriau, taenlenni, cronfeydd data a systemau gwybodaeth reoli.
6. Y gallu i weithio fel aelod o dîm a bod yn hyblyg a hawdd mynd atoch i siarad.

7. Y gallu i ymdopi ag ystod o dasgau ar yr un pryd a blaenoriaethu gwaith fel y bo'n briodol.
8. Y gallu i gadw cyfrinachedd. Ymrwymiad i Gyfleoedd Cyfartal a sensitifrwydd i unrhyw faterion sy'n ymwneud â gwahaniaethu. Parodrwydd i weithredu'n gadarnhaol i sicrhau bod cyfle cyfartal ar gael i bawb.

NODWEDDION DYMUNOL

1. Cymhwyster perthnasol ym maes cyngor ac arweiniad gyrfaol neu ofalu am gwsmeriaid, hyd at Lefel 2 o leiaf.
2. Profiad o weithio gyda phobl ifanc / oedolion mewn amgylchedd colegol.
3. Y gallu i deithio rhwng safleoedd y Coleg.

GRWP LLANDRILLO-MENAI

JOB DESCRIPTION

POST TITLE	STUDENT ADVISOR
STATUS	PERMANENT
SALARY	GRADE 3 - 4, £11,758.42 - £13,966.72 PER ANNUM
LOCATION	COLEG MENAI
HOURS	22.5 HOURS PER WEEK OVER 42 WEEKS A YEAR
REPORTING TO	LEARNER SERVICES MANAGER, COLEG MENAI & COLEG MEIRION DWYFOR

Job Purpose

To provide an effective, efficient and friendly student support service to prospective students and learners studying at Coleg Menai. Duties will include providing a help-desk facility, providing support to learners at risk of disengaging through providing support and referring as appropriate, providing information and guidance on a range of student financial support products and services, administering student finance funds, receiving and recording applications for student financial services, inputting and maintaining data records .

You will be able to demonstrate experience in a customer focussed role and will need a good level of IT skills. A high level of customer services and communication skills is essential. The ability to be flexible and work within a dynamic environment is essential.

General College Responsibilities

1. To effectively contribute towards the delivery of a high quality educational and training experience for all learners, delivering services in a way that is appropriate and responsive and which displays the highest standard of customer care.
2. To be aware of, and work in accordance with all college policies, procedures, working practice and regulations as applicable. In particular to comply with Grŵp Llandrillo-Menai's Equality Plan, Safeguarding Policy, Financial Regulations, Health & Safety Policy and Code of Conduct.

3. To undertake appropriate training and staff development to support the effective delivery of duties and services.
4. To support other services within Academic Services as and when required, to complement work peaks and troughs throughout the academic year and to undertake any additional responsibilities as requested by your line manager or the Director, Learner Services.

Be Responsible for:

1. Responding promptly and effectively to all enquiries regarding college support services and ensure they receive accurate information in a timely, professional and friendly manner.
2. Administering comprehensive systems and procedures for the provision of a friendly and efficient Learner Service function to prospective and existing learners at Coleg Menai.
3. Responding appropriately to bi-lingual enquiries.
4. Acting as an impartial broker on behalf of learners that receive support from external agencies.
5. Providing a personalised service to applicants and maintain confidentiality and handle information in accordance with the College' Data Protection Policy and the Freedom on Information policies and procedures.
6. Promoting Grŵp Llandrillo Menai's Wellbeing Plan.

Main Duties

1. To deliver comprehensive information and advice regarding the range of qualification, course and training opportunities delivered by the college.
2. To support all recruitment activities and the positive promotion of college provision through attending open evenings and careers events.
3. To support the successful transition into college and/or training opportunities through liaison with schools, local education authorities and Careers Wales staff.
4. To administer the application, interview and offer procedure in compliance with the Admissions Policy.
5. To administer and maintain all manual, electronic records and applications in accordance with the college admissions procedure and policy.
6. To provide a guidance and referral service to learners and prospective applications regarding academic support, welfare, wellbeing and student finance to the appropriate college service and/or external agency.

7. To promote and provide information to students, parents and other interested parties regarding eligibility and the financial support provided by student finance schemes and signpost learners as appropriate.
8. To provide an effective information, administrative and data inputting service in the delivery of student finance schemes to include the administration of: Educational Maintenance Allowance (EMA); Assembly Learning Grant for Further Education (ALG FE); Pathways to Apprenticeships (PTA); scholarships and bursaries; HE Finance; Learner Support Funds (FCF); and transport tickets in accordance with college guidance.
9. To engage in all opportunities to strengthen the learner experience and carry out all associated duties as directed by the Learner Services Manager and/or Assistant Principal, Learner Services.
10. Maintain accurate student records for audit purposes.
11. To promote engagement with learner enrichment activities.
12. To contribute towards the organisation and attend college information, recruitment and induction events where appropriate e.g. Open Events, careers evenings, school liaison activities etc.

PERSONAL SPECIFICATION

Essential Qualities:

1. Excellent communication and personal skills to work effectively with students and staff through the medium of Welsh and English.
2. Educated to level 3 with a good general standard of education to include GCSE at Grade C, or above, in English, or equivalent e.g. Key Skills.
3. Hold a qualification in administration or information technology.
4. Proven administrative and organisational skills gained through experience of working in administrative role including experience of handling confidential information.
5. Possess and demonstrate a full range of excellent IT skills to include word processing, spread sheets, databases and management information systems.
6. Ability to work as a team member and be flexible, adaptable and approachable.
7. Ability to cope with a range of tasks at any one time and prioritise workload accordingly.

8. Ability to maintain confidentiality. Be committed to Equal Opportunities and to be sensitive to any matters relating to discrimination and take positive steps to ensure that equality of opportunity is provided to all.

DESIRABLE QUALITIES

1. Hold a relevant qualification in either careers, advice and guidance or customer care or to a minimum of Level 2.
2. Experience of working with young people/ adults within a college environment.
3. Ability to travel between College sites.