

## ROLE ADVERT

**ROLE TITLE:** Visitor Assistant – Caldicot Castle and country Park  
TEMPORARY post : (contract end date 31<sup>st</sup> October 2019)  
**POST ID:** ENTATT07  
**GRADE:** Band D (SCP 17-21 – £18,672 - £20,541) Pro Rata  
Pay Award Pending  
**HOURS:** 24Hours Per Week  
**LOCATION:** Caldicot Castle and Country Park which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens.

**WELSH LANGUAGE ASSESSMENT:** Welsh language skills are desirable

### SAFEGUARDING:

Safeguarding and Child and Adult Protection are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

### PURPOSE OF POST:

The post will assist with the Site Co-ordinator with the day to day running of the site and its activities during opening hours. The post will include weekend working as required.

You will have some experience in working within either a leisure, tourism or countryside / heritage attraction. You will be committed to customer care and to maintaining quality standards.

**Should you require any further information regarding this post, please contact:**  
**Gareth Llewellyn Caldicot Castle Country Park Site Manager Tel: 07817825102**

**Closing Date: 12 noon on 8<sup>th</sup> March 2019**

**Please Note that we are not able to accept CVs**

**Application forms can be completed online or down loaded via:**

**[www.monmouthshire.gov.uk/how-to-apply-for-council-jobs](http://www.monmouthshire.gov.uk/how-to-apply-for-council-jobs)**

Applications may be submitted in Welsh, and that an application submitted in Welsh will not be treated less favourably than an application submitted in English.

Completed paper application forms should be returned to the following address:-  
People Services,  
Monmouthshire County Council,  
PO BOX 106,  
CALDICOT, NP26 9AN

Monmouthshire County Council is an equal opportunities employer and welcomes applications from all sections of the community.

All posts are open to job-share unless stated otherwise.

Monmouthshire County Council operates a Smoke Free Workplace policy.

## ROLE PROFILE

|                    |                                                                                                                                                                                  |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>ROLE TITLE:</b> | Visitor Assistant – Caldicot Castle and Country Park<br>TEMPORARY post : (contract end date 31 <sup>st</sup> October 2019)                                                       |
| <b>POST ID:</b>    | ENTATT07                                                                                                                                                                         |
| <b>GRADE:</b>      | Band D (SCP 17-21 – £18,672 - £20,541) Pro Rata                                                                                                                                  |
| <b>HOURS:</b>      | 24Hours Per Week                                                                                                                                                                 |
| <b>LOCATION:</b>   | Caldicot Castle and Country Park, which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens. |

**RESPONSIBLE TO:** Site Co-ordinator – Caldicot Castle and Country Park

**WELSH LANGUAGE ASSESSMENT:**

Welsh language skills are desirable.

**SAFEGUARDING:**

Safeguarding and Child and Adult Protection are key priorities for the Council. We aim to support children and adults at risk to be as safe as they can and to fulfil their potential. All Council employees and volunteers are responsible for playing their part in the well-being, safety and protection of children and adults at risk. All employees and volunteers will be trained to the appropriate level of safeguarding and have a duty to fulfil their personal responsibilities for safeguarding.

**The Purpose of this Role:-**

The post will assist with the Site Co-ordinator with the day to day running of the site and its activities during opening hours.. The post will include weekend working as required.

You will have some experience in working within either a leisure, tourism or countryside / heritage attraction. You will be committed to customer care and to maintaining quality standards.

**Your responsibilities are to:-**

To assist the Site Co-ordinator with the routine operational and day to day running of the site and its activities during site opening hours.

To undertake specific areas of responsibility within the site's day to day operation and complete set project work under the direction of the Site Co-ordinator to meet agreed timescales.

Assist the Site Co-ordinator in organising rotas and replacement staff in the event of absences.

To develop an understanding of the whole Attractions service, its priorities and targets and to deliver a high quality service.

To assist in the delivery of an effective and efficient catering/vending/ tea room service and to follow relevant systems and procedures.

To contribute to the well-being of all site users by practising a high standard of customer care and to deal with customers' enquiries and complaints.

To carry out routine maintenance functions under the supervision of the Site Co-ordinator.

To have knowledge of Clarity booking system or similar front of house till systems and to assist with the site's banking at the end of the shift in line with audit requirements.

To set up/set down of equipment and preparation of rooms for specific uses.

To assist the Wedding, Conference and Activities Co-ordinator and the Site Co-ordinator with specific tasks for special events.

To contribute to maintaining high level of cleaning standards around the site and ensuring that facilities are at clean and presentable for our users.

To abide by the councils policy and practice with regard to safeguarding and protection of children and vulnerable adults.

To undertake any other duty as may be required by the TLCY Management Team, compatible with the level and remit of this post.

**SPECIAL CONDITIONS**

The hours of work will be on a rota system and will include weekdays, weekends, evenings and Bank Holidays. At the discretion of the TLCY Management Team, these shifts may change to meet the changing demands of the service.

The post holder will be required to renew a First Aid at Work Certificate every 3 years and attend an annual update session.

## Annual Appraisal Key Performance Areas

- Overall Contribution
- Leadership
- Health and Safety
- Delegated Areas of Responsibility
- Presentation of Service

### **Here's what we can provide you with:-**

- You will be provided a full induction process with quality in house training from our staff that are trained to the very highest industry standard.
- Ongoing support and personal development opportunities.
- Access to our staff membership package.
- Flexible working conditions.

### **What else you need to know.....Monmouthshire Values are:**

Openness: We aspire to be open and honest to develop trusting relationships.

Fairness: We aspire to provide fair choice, opportunities and experiences and become an organisation built on mutual respect.

Flexibility: We aspire to be flexible in our thinking and action to become an effective and efficient organisation.

Teamwork: We aspire to work together to share our successes and failures by building on our strengths and supporting one another to achieve our goals.

And this role, will work with Monmouthshire to achieve these.

### **In addition:**

All employees are responsible for ensuring that they act at all times in a way that is consistent with Monmouthshire's Equal Opportunities Policy in their own area of responsibility and in their general conduct.

The authority operates a Smoke Free Workplace Policy which all employees are required to abide to.

The Council is committed to Equal Opportunities and welcome applicants from all sections of the community.

Appointment to this post is exempt from Rehabilitation of Offenders Act and is subject to an enhanced Disclosure and Barring Service check. The Council is committed to safeguarding and promoting the welfare of children and young people and expects all employees and volunteers to share this commitment.

### **Person Specification**

**How will we know if you are the right person for the role? As the successful candidate you will have demonstrated:-**

- Experience of working in a hospitality related service or a visitor attraction
- Ability to work well with others and have the ability to work unsupervised and use own initiative as well as operating as an effective team member
- Experience of ICT packages and computerised FOH booking and till systems such as ClarityLive.
- Possess good levels of communication skills to be able to communicate to different levels of staff/management, user groups, customers and members.
- To be passionate and committed to the delivery of a quality service with an awareness of customer care principles.
- Confident and assertive and be able to perform well under pressure and without direct supervision
- Willingness to undertake staff development training in order to improve in the post.
- To be flexible and have the willingness to work when required and at different sites.
- Willingness to abide by the Council's Equal Opportunities Policy, including undertaking appropriate equality awareness training

**Should you require any further information regarding this post, please contact:  
Gareth Llewellyn Caldicot Castle Counrty Park Site Manager Tel: 07817825102**

**Closing Date: 12 Noon on 8<sup>th</sup> March 2019**

## WELSH LANGUAGE SKILLS FRAMEWORK

| LEVEL 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                            |                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. individual asking to see someone, where is the xxx meeting, toilet etc. Can transfer phone calls pass on a simple message or make a straightforward request, e.g. via e-mail.</i>                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                            |                                                                                                                                                                                                                                                                  |
| UNDERSTANDING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | SPEAKING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | READING                                                                                                                                                                    | WRITING                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>➤ Can understand simple questions: where is the xxx meeting, where is the toilet, who is the person they wish to see. Can understand who to transfer a phone call to etc,</li> </ul>                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>➤ Can pronounce place names and personal names correctly.</li> <li>➤ Can greet individuals face to face or over the phone</li> <li>➤ Can open and close a conversation or open and close a meeting.</li> </ul>                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>➤ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms</li> </ul>              | <ul style="list-style-type: none"> <li>➤ Can open and close an e-mail or letter</li> <li>➤ Can write personal names, place names, job titles</li> <li>➤ Can write a simple message to a colleague on paper or e-mail, e.g. such and such has called.</li> </ul>  |
| LEVEL 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                            |                                                                                                                                                                                                                                                                  |
| <i>Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.</i>                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                            |                                                                                                                                                                                                                                                                  |
| UNDERSTANDING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | SPEAKING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | READING                                                                                                                                                                    | WRITING                                                                                                                                                                                                                                                          |
| <ul style="list-style-type: none"> <li>➤ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel general</li> <li>➤ Can understand when people ask you do something</li> </ul>                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>➤ Can communicate simple information or ask common questions, e.g. to acquire information from an individual</li> <li>➤ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh</li> <li>➤ Can hold a short conversation with an individual or exchange relatively straightforward information</li> <li>➤ Can contribute to a meeting, but need to revert to English for specialist terms.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Can read short message and certain letters or e-mails, e.g. those which make a request or ask you to pass on a message</li> </ul> | <ul style="list-style-type: none"> <li>➤ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting</li> <li>➤ Can write a short letter or e-mail to arrange an appointment</li> </ul> |
| LEVEL 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                            |                                                                                                                                                                                                                                                                  |
| <i>Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.</i> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                            |                                                                                                                                                                                                                                                                  |

| UNDERSTANDING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | SPEAKING                                                                                                                                                                                                                                                                                                                                                                                                                                     | READING                                                                                                                                                                                                                                                                                                                            | WRITING                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>➤ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar.</li> <li>➤ Can understand a discussion at a meeting if the subject is familiar.</li> <li>➤ Can understand individuals and colleagues in a familiar situation or in everyday conversation.</li> </ul>                                                                                                                                                                                                                                    | <ul style="list-style-type: none"> <li>➤ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical.</li> <li>➤ Can hold a conversation with an individual or exchanging relatively straightforward information.</li> <li>➤ Can contribute to a meeting but need to revert to English for specialist terms.</li> <li>➤ Can adapt the style of language to suit the audience.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Can understand most e-mail messages or letters concerning day to day work.</li> <li>➤ Can guess the meaning of a word based on context if the subject is familiar.</li> <li>➤ Can read a simple, straightforward article in a newspaper or magazine types of written material.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event.</li> <li>➤ Can write relatively accurately when drafting a short information leaflet or poster in Welsh as required.</li> </ul> |
| <b>LEVEL 4</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Can usually follow most conversations or discussions, even on unfamiliar topics, Can talk confidently with fluent speakers about familiar subjects relating to work, and can express an opinion, take part in discussion, and talk extensively about general topics, e.g. in meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of Welsh language resources and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.</i> |                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                        |
| UNDERSTANDING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | SPEAKING                                                                                                                                                                                                                                                                                                                                                                                                                                     | READING                                                                                                                                                                                                                                                                                                                            | WRITING                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>➤ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                              | <ul style="list-style-type: none"> <li>➤ Can contribute effectively to internal and external meetings in a work context.</li> <li>➤ Can converse comfortably with individuals and exchange information as required.</li> <li>➤ Can argue for and against a specific case.</li> <li>➤ Can chair meetings and answer questions from the chair confidently.</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>➤ Can read most correspondence and scan long texts to find details.</li> <li>➤ Can understand most newspaper articles and reports with the aid of a dictionary.</li> <li>➤ Can understand texts, unless written in a very formal or colloquial form.</li> </ul>                             | <ul style="list-style-type: none"> <li>➤ Can produce correspondence of all types, short reports, documents and literature with support of Welsh language translation aids eg. Cysgeir, cysill.</li> </ul>                                                                                                                                                                              |
| <b>LEVEL 5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                        |
| <i>Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in detail, adapting the language to suit the audience.</i>                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                        |
| UNDERSTANDING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | SPEAKING                                                                                                                                                                                                                                                                                                                                                                                                                                     | READING                                                                                                                                                                                                                                                                                                                            | WRITING                                                                                                                                                                                                                                                                                                                                                                                |
| <ul style="list-style-type: none"> <li>➤ Can follow all conversations and discussions with individuals or colleagues.</li> <li>➤ Can understand the ambiguity and nuance of language.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>➤ Can express yourself fully in detail, even when discussing complex issues.</li> <li>➤ Can adapt the style and register of your language to suit the audience.</li> </ul>                                                                                                                                                                                                                            | <ul style="list-style-type: none"> <li>➤ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally.</li> <li>➤ Can read long texts to find relevant details and can understand most types of written material.</li> </ul>                                                        | <ul style="list-style-type: none"> <li>➤ Can write reports in a clear style appropriate to the reader with the support of electronic language aids.</li> <li>➤ Can write formal or informal Welsh as required.</li> <li>➤ Can write a range of documents accurately and with confidence.</li> </ul>                                                                                    |

## HYSBYSEB RÔL

**TEITL Y RÔL:** Cynorthwydd Ymwelwyr: Castell a Pharc Gwledig Cil-y-coed  
SWYDD DROS DRO: (contract yn dod i ben ar 31<sup>ain</sup> Hydref 2019)

**RHIF ADNABOD Y SWYDD:** ENTATT07

**GRADD:** Band D (SCP 17-21 – £18,672 - £20,541) Pro Rata  
Yn aros am Ddyfarniad Cyflog

**ORIAU:** 24 Awr yr Wythnos

**LLEOLIAD:** Rheolwr Safle Castell a Pharc Gwledig Cil-y-coed ond gall hyn newid yn y dyfodol os oes angen newid lleoliad y gwasanaeth. Ni thelir treuliau adleoli neu anghyfleustra os yw hyn yn digwydd.

**ASESIAD O'R IAITH GYMRAEG:** Sgiliau yn y Gymraeg yn ddymunol

### DIOGELU:

Mae Diogelu ac Amddiffyn Plant ac Oedolion yn flaenoriaethau allweddol i'r Cyngor. Ein nod yw cefnogi plant ac oedolion sydd mewn perygl i fod mor ddiogel ag y gallant ac i gyflawni eu potensial. Mae holl weithwyr a gwirfoddolwyr y Cyngor yn gyfrifol am chwarae rhan yng ngwaith lles, diogelu ac amddiffyn plant ac oedolion sydd mewn perygl. Bydd yr holl weithwyr a gwirfoddolwyr yn cael eu hyfforddi i'r lefel briodol o ddiogelu ac mae ganddynt ddyletswydd i gyflawni eu cyfrifoldebau personol dros ddiogelu

### PWRPAS Y RÔL:

Bydd y rôl hon yn cynorthwyo'r Cydlynnydd Safle gyda'r dasg o gynnal y safle o ddydd i ddydd a threfnu gweithgareddau yn ystod yr oriau agor. Bydd y rôl yn cynnwys gweithio ar y penwythnos fel sydd angen.

Byddwch yn meddu ar ychydig o brofiad yn gweithio mewn atyniad hamdden, mae twristiaeth neu gefn gwlad / treftadaeth. Byddwch wedi ymrwymo at ofal cwsmer a chynnal safonau ansawdd.

Os ydych angen unrhyw wybodaeth bellach am y rôl hon, cysylltwch os gwelwch yn dda gyda: Gareth Llewellyn, Rheolwr Safle Castell a Pharc Gwledig Cil-y-coed Ffôn: 07817825102

**Dyddiad Cau: 12pm ar 8<sup>fed</sup> Mawrth 2019**

**Gofynnir i chi nodi na allwn dderbyn CV**

Gellir llenwi ffurflenni cais ar-lein neu eu lawrlwytho drwy fynd i:

[www.monmouthshire.gov.uk/how-to-apply-for-council-jobs](http://www.monmouthshire.gov.uk/how-to-apply-for-council-jobs)

Gellir cyflwyno ceisiadau yn y Gymraeg ac ni chaiff cais a gyflwynir yn y Gymraeg ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg.

Ar ôl eu llenwi, dylid dychwelyd ffurflenni cais ar-lein neu eu lawrlwytho i'r cyfeiriad canlynol:

Gwasanaethau Pobl  
Cyngor Sir Fynwy  
Blwch SP 106  
CIL-Y-COED  
NP26 9AN

Mae Cyngor Sir Fynwy yn gyflogwr cyfle cyfartal ac yn croesawu ceisiadau gan bob adran o'r gymuned.

Mae'r swydd yn agored i'w rhannu os na nodir fel arall.

Mae Cyngor Sir Fynwy yn gweithredu polisi Dim Ysmygu yn y Gweithle

## PROFFIL RÔL

**TEITL Y RÔL:** Cynorthwydd Ymwelwyr: Castell a Pharc Gwledig Cil-y-coed  
SWYDD DROS DRO: (contract yn dod i ben ar 31<sup>ain</sup> Hydref 2019)

**RHIF ADNABOD Y SWYDD:** ENTATT07

**GRADD:** Band D (SCP 17-21 – £18,672 - £20,541) Pro Rata

**ORIAU:** 24 Awr yr Wythnos

**LLEOLIAD:** Rheolwr Safle Castell a Pharc Gwledig Cil-y-coed ond gall hyn newid yn y dyfodol os oes angen newid lleoliad y gwasanaeth. Ni thelir treuliau adleoli neu anghyfleustra os yw hyn yn digwydd.

**YN ATEBOL I:** Cydlynnydd Safle – Castell a Pharc Gwledig Cil-y-coed

### **ASESIAD O'R IAITH GYMRAEG:**

Sgiliau yn y Gymraeg yn ddymunol

### **DIOGELU:**

Mae Diogelu ac Amddiffyn Plant ac Oedolion yn flaenoriaethau allweddol i'r Cyngor. Ein nod yw cefnogi plant ac oedolion sydd mewn perygl i fod mor ddiogel ag y gallant ac i gyflawni eu potensial. Mae holl weithwyr a gwirfoddolwyr y Cyngor yn gyfrifol am chwarae rhan yng ngwaith lles, diogelu ac amddiffyn plant ac oedolion sydd mewn perygl. Bydd yr holl weithwyr a gwirfoddolwyr yn cael eu hyfforddi i'r lefel briodol o ddiogelu ac mae ganddynt ddyletswydd i gyflawni eu cyfrifoldebau personol dros ddiogelu

### **PWRPAS Y RÔL:**

Bydd y rôl hon yn cynorthwyo'r Cydlynnydd Safle gyda'r dasg o gynnal y safle o ddydd i ddydd a threfnu gweithgareddau yn ystod yr oriau agor. Bydd y rôl yn cynnwys gweithio ar y penwythnos fel sydd angen.

Byddwch yn meddu ar ychydig o brofiad yn gweithio mewn atyniad hamdden, mae twristiaeth neu gefn gwlad / treftadaeth. Byddwch wedi ymrwymo at ofal cwsmer a chynnal safonau ansawdd.

**Bydd eich cyfrifoldebau yn cynnwys:-**

Cynorthwyo'r Cydlynnydd Safle gyda'r dyletswyddau gweithredol o gynnal y safle o ddydd i ddydd a'r gweithgareddau yn ystod yr oriau agor.

Yn gyfrifol am feysydd penodol o ran gwaith y safle o ddydd i ddydd a chwblhau'r gwaith prosiect sydd wedi ei osod o dan gyfarwyddyd y Cydlynnydd Safle er mwyn cwrdd â'r amserlenni cytunedig.

Cynorthwyo'r Cydlynnydd Safle i drefnu rotas a staff cyflenwi os bydd eraill yn absennol.

Datblygu dealltwriaeth o'r gwasanaeth Atyniadau, y blaenoriaethau a thargedau er mwyn darparu gwasanaeth safon uchel.

Cefnogi darpariaeth gwasanaeth arlwygo/bwyta/ystafell a dilyn y systemau a'r gweithdrefnau perthnasol.

Cyfrannu at les yr holl ddefnyddwyr gwasanaeth drwy arfer safon uchel o ofal cwsmer ac i ddelio gydag ymholiadau a chwynion y cwsmeriaid.

Ymgymryd â swyddogaethau cynnal a chadw arferol o dan oruchwyliaeth y Cydlynnydd Safle.

Yn meddu ar wybodaeth o'r system archebu Clarity neu'r systemau tiliau a helpu gyda bancio arian y safle ar ddiwedd y shift yn unol ag anghenion archwilio.

Trefnu a pharatoi cyfarpar ac ystafelloedd ar gyfer defnydd penodol.

Cynorthwyo'r Cydlynnydd Priodasau, Cynadleddau a Gweithgareddau a'r Cydlynnydd Safle gyda thasgau penodol ar gyfer digwyddiadau arbennig.

Cyfrannu at gynnal safonau uchel o lanhau o gwmpas y safle ac yn sicrhau bod y cyfleusterau yn lân ac yn barod i'w defnyddio gan ein defnyddwyr.

Cydymffurfio gyda pholisi a phractis y Cyngor o ran diogelu ac amddiffyn plant ac oedolion bregus.

Ymgymryd ag unrhyw ddyletswyddau eraill sydd eu hangen gan dîm Rheoli TLCY, sydd yn cydweddu gyda lefel a chylch gorchwyl y rôl hon.

**AMODAU ARBENNIG**

Bydd yr oriau gwaith yn rhan o rota, a fydd yn cynnwys penwythnosau, gyda'r hwyr ac ar ddiwrnodau Gŵyl y Banc. Bydd tîm Rheoli TLCY yn medru newid y shiftiau yma er mwyn cwrdd â gofynion newidiol y gwasanaeth.

Bydd angen i'r deiliad swydd i adnewyddu Tystysgrif Cymorth Cyntaf yn y Gweithle bob 3 mlynedd a mynychu sesiwn ddiweddarau flynyddol.

Meysydd Gwerthuso Perfformiad Allweddol Blynnyddol

- Cyfraniad Cyffredinol
- Arweinyddiaeth
- Iechyd a Diogelwch
- Meysydd Dynodedig o gyfrifoldeb
- Darparu Gwasanaeth

**Dyma'r hyn y mae modd i ni ddarparu i chi:-**

- Byddwch yn cael eich anwytho yn llawn drwy gyfrwng hyfforddiant mewnol gan ein staff sydd wedi eu hyfforddi i safon uchaf posib y diwydiant.
- Cefnogaeth barhaus a chyfleoedd datblygu personol.
- Mynediad at ein pecyn aelodaeth staff.
- Oriau gwaith hyblyg.

**Beth arall sydd angen i chi wybod.....Dyma Werthoedd Cyngor Fynwy:**

Tryloywder: Rydym am geisio bod yn agored ac onest er mwyn datblygu perthynas lle y mae pobl yn medru ymddiried yn ei gilydd.

Tegwch: Rydym am geisio cynnig dewis teg, cyfleoedd a phrofiad ac i ddod yn fudiad lle y mae'r naill yn parchu'r llall.

Hyblygrwydd: Rydym am geisio bod yn hyblyg wrth feddwl a gweithredu er mwyn dod yn fudiad effeithiol ac effeithlon.

Gwaith tîm: Rydym am geisio gweithio gyda'n gilydd er mwyn rhannu ein llwyddiannau a'n methiannau drwy adeiladu ar ein cryfderau a chefnogi ein gilydd er mwyn cyflawni ein hamcanion.

A bydd y rôl hon yn gweithio gyda Sir Fynwy er mwyn cyflawni hyn.

**Yn ychwanegol at hyn:**

Mae'r holl weithwyr yn gyfrifol am sicrhau eu bod yn ymddwyn bob tro mewn ffordd sydd yn gyson â Pholisi Cyfle Cyfartal Sir Fynwy yn eu meysydd perthnasol ac yn eu hymddygiad cyffredinol.

Mae Cyngor Sir Fynwy yn gweithredu polisi Dim Ysmygu yn y Gweithle ac mae disgwyl i'r holl weithwyr gydymffurfio gyda hyn.

Mae Cyngor Sir Fynwy yn gyflogwr cyfle cyfartal ac yn croesawu ceisiadau gan bob adran o'r gymuned.

Mae apwyntiad i'r swydd hon wedi ei eithrio o'r Ddeddf Sefydlu Troseddwy ac yn amodol ar wiriad estynedig gan y Gwasanaeth Gwahardd a Datgelu. Mae'r Cyngor wedi ymrwmo i ddiogelu a hyrwyddo lles plant a phobl ifanc ac yn disgwyl i'r holl weithwyr a gwirfoddolwyr i rannu'r ymrwymiad hwn.

### **Manyleb Person**

**Sut fyddwn yn gwybod os mai chi yw'r person cywir ar gyfer y rôl? Fel yr ymgeisydd llwyddiannus, byddwch wedi arddangos:-**

- Profiad o weithio mewn gwasanaeth sydd yn ymwneud gyda lletygarwch neu atyniadau ymwelwyr.
- Y gallu i weithio ag eraill a'n meddu ar y gallu i weithio heb oruchwyliaeth ac ar liwt eich hun ynghyd â gweithredu fel aelod effeithiol o'r tîm.
- Profiad o becynnau TGCh a systemau archebu a thiliau FOH fel ClarityLive.
- Yn meddu ar sgiliau cyfathrebu da er mwyn medru cyfathrebu gyda lefelau gwahanol o staff/rheolwyr, grwpiau o ddefnyddwyr, cwsmeriaid ac aelodau.
- Yn angerddol ac wedi ymrwymo i ddarparu gwasanaeth safonol ac yn ymwybodol o egwyddorion gofal cwsmeriaid.
- Parodrwydd i gwblhau hyfforddiant datblygu staff er mwyn medru gwella yn y rôl.
- Yn hyblyg a'n barod i weithio pan fydd angen ac mewn safleoedd gwahanol.
- Parodrwydd i gydymffurfio gyda Pholisi Cyfle Cyfartal y Cyngor, gan gynnwys cwblhau hyfforddiant ymwybyddiaeth o gydraddoldeb

**Os ydych angen unrhyw wybodaeth bellach am y rôl hon, cysylltwch os gwelwch yn dda gyda: Gareth Llewellyn, Rheolwr Safle Castell a Pharc Gwledig Cil-y-coed Ffôn: 07817825102**

**Dyddiad Cau: 12pm ar 8<sup>fed</sup> Mawrth 2019**

## FFRAMWAITH SGILIAU YN Y GYMRAEG

### LEFEL 1

*Gall ddeall ymadroddion sylfaenol bob dydd os yw'r siaradwr yn siarad yn araf ac yn glir ac yn fodlon helpu. Gall gyflwyno ei hunan ac eraill a gall ofyn ac ateb cwestiynau am wybodaeth sylfaenol e.e. unigolyn yn gofyn am weld rhywun, ble mae cyfarfod xxx, toiled ac yn y blaen. Gall drosglwyddo galwadau ffôn, cyfleu neges fer neu wneud cais syml e.e. drwy e-bost.*

| DEALL                                                                                                                                                                                                 | SIARAD                                                                                                                                                                                                                                  | DARLLEN                                                                                                                                                                  | YSGRIFENNU                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>➤ Gall ddeall cwestiynau syml: lle mae cyfarfod xxx, pwy yw'r person y dymunant ei weld. Gall ddeall i bwy i drosglwyddo galwad ffôn ac yn y blaen.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall ynganu enwau lleoedd ac enwau personol yn gywir.</li> <li>➤ Gall gyfarch unigolion wyneb yn wyneb neu dros y ffôn.</li> <li>➤ Gall agor a chau sgwrs neu agor a chau cyfarfod.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall ddarllen brawddeg fer, e.e. arwyddion syml, cyfarwyddiadau syml, eitemau agenda, gwybodaeth syml ar ffurflenni.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall agor a chau neges e-bost neu lythyr.</li> <li>➤ Gall ysgrifennu enwau personol, enwau lleoedd, teitlau swyddi.</li> <li>➤ Gall ysgrifennu neges syml i gydweithiwr ar bapur neu e-bost e.e. mae hwn a hon wedi galw.</li> </ul> |

### LEFEL 2

*Gall ddeall brawddegau pan mae pobl yn siarad am sefyllfaoedd bob dydd, e.e. gwybodaeth bersonol a theuluol syml. Gall gynnal sgwrs sylfaenol gyda rhywun i gael neu gyfnewid gwybodaeth syml, e.e. trafod sut mae person yn teimlo; rhywbeth a ddigwyddodd; cynllun syml ar gyfer y dyfodol. Gall ysgrifennu a deall negeseuon mewn llythyrau neu negeseuon e-bost yn disgrifio materion cyfarwydd ac ysgrifennu mewn brawddegau byr.*

| DEALL                                                                                                                                                                                                                                                                                                                 | SIARAD                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | DARLLEN                                                                                                                                                                       | YSGRIFENNU                                                                                                                                                                                                                                                 |
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| <ul style="list-style-type: none"> <li>➤ Gall ddeall pan mae pobl yn siarad yn araf am sefyllfaoedd bob dydd e.e. rhoi gwybodaeth bersonol, siarad am beth fuont yn ei wneud, yr hyn yr hoffent ei wneud, sut y teimlant yn gyffredinol</li> <li>➤ Gall ddeall pan mae pobl yn gofyn iddynt wneud rhywbeth</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall gyfathrebu gwybodaeth syml neu ofyn cwestiynau cyffredin, e.e. cael gwybodaeth gan unigolion.</li> <li>➤ Gall ddefnyddio'r Gymraeg i gyrraedd a dangos empathi gydag unigolyn ond dim i gynnal yr holl sgwrs neu sesiwn yn y Gymraeg.</li> <li>➤ Gall gynnal sgwrs fer gydag unigolyn neu gyfnewid gwybodaeth cymharol syml.</li> <li>➤ Gall gyfrannu at gyfarfod ond bydd angen troi i'r Saesneg ar gyfer termau arbenigol.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall ddarllen negeseuon byr a rhai llythyrau neu negeseuon e-bost, e.e. rhai sy'n gwneud cais neu'n gofyn am gyfleu neges</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall ysgrifennu neges fer at gydweithiwr yn gofyn cwestiwn, yn diolch iddo/iddi, esbonio rhywbeth e.e. amser a lle cyfarfod</li> <li>➤ Gall ysgrifennu llythyr neu neges e-bost byr i drefnu apwyntiad</li> </ul> |

### LEFEL 3

*Gall ddeall y prif bwyntiau pan mae unigolyn neu gydweithiwr yn siarad am bynciau cyfarwydd e.e. yn ystod sgwrs neu gyfarfod grŵp bach. Gall gynnal sgysiau estynedig gyda siaradwyr rhugl am bynciau cyfarwydd yn ymwneud â gwaith bob dydd. Gall disgrifio profiadau a digwyddiadau a rhoi esboniadau am a rhesymau cryno am farnau a chynlluniau. Gall ddarllen erthyglau, llythyrau neu negeseuon e-bost am bynciau cyffredinol. Gall ysgrifennu llythyrau neu negeseuon e-bost am y rhan fwyaf o bynciau, e.e. yn gofyn am rywbeth; rhoi gwybodaeth; gwahodd rhywun neu drefnu digwyddiad.*

| DEALL                                                                                                                                                                                                                                                                                                                                           | SIARAD                                                                                                                                                                                                                                                                                                                                                       | DARLLEN                                                                                                                                                                                                                                                                                                                                                      | YSGRIFENNU                                                                                                                                                                                                                                                      |
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| <ul style="list-style-type: none"> <li>➤ Gall ddeall unigolion a chydweithwyr wrth gyfnewid gwybodaeth neu drafod cynlluniau, os yw'r pwnc yn gyfarwydd.</li> <li>➤ Gall ddeall trafodaeth mewn cyfarfod os yw'r pwnc yn gyfarwydd.</li> <li>➤ Gall ddeall unigolion a chydweithwyr mewn sefyllfa gyfarwydd neu mewn sgwrs bob dydd.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall gymryd rhan yn y rhan fwyaf o sgysiau gyda chydweithwyr am waith a chynlluniau os nad yw'r eirfa yn rhy dechnegol.</li> <li>➤ Gall gynnal sgwrs gydag unigolyn neu gyfnewid gwybodaeth cymharol syml.</li> <li>➤ Gall gyfrannu at gyfarfod ond gall fod angen troi i'r Saesneg am dermau arbenigol.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall ddeall y rhan fwyaf o negeseuon e-bost neu lythyrau'n ymwneud â gwaith dydd i ddydd.</li> <li>➤ Gall ddyfalu ystyr gair yn seiliedig ar gyddestun os yw'r pwnc yn gyfarwydd.</li> <li>➤ Gall ddarllen erthygl syml a rhwydd mewn papurau newydd neu fathau o ddeunydd ysgrifenedig mewn cylchgrawn.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall ysgrifennu llythyr neu neges e-bost at unigolyn neu gydweithiwr am y rhan fwyaf o bynciau er mwyn gofyn am rywbeth; rhoi esboniad; disgrifio profiad neu sefyllfa; gwahodd pobl neu drefnu digwyddiad.</li> </ul> |



- Gall addasu cywair iaith i weddu i'r gynulleidfa.

#### LEFEL 4

*Gall fel arfer ddilyn y rhan fwyaf o sgysiau neu drafodaethau, hyd yn oed ar bynciau anghyfarwydd. Gall siarad yn hyderus gyda siaradwyr rhugl am bynciau cyfarwydd yn ymwneud â gwaith, a mynegi barn, cymryd rhan mewn trafodaeth a siarad yn helaeth am bynciau cyffredinol e.e. mewn cyfarfodydd neu sefyllfaoedd un-i-un gydag unigolion. Gall ddeall y rhan fwyaf o ohebiaeth, erthyglau papur newydd ac adroddiadau a fwriedir ar gyfer siaradwyr rhugl gyda chymorth adnoddau Cymraeg a gall fwrw golwg dros destunau hir i ganfod manylion. Gall lenwi ffurflenni ac ysgrifennu adroddiadau'n ymwneud â gwaith ac ymateb yn gywir.*

| DEALL                                                                                                                                                                                   | SIARAD                                                                                                                                                                                                                                                                                                                                                                  | DARLLEN                                                                                                                                                                                                                                                                                                                                     | YSGRIFENNU                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>➤ Gall ddilyn y rhan fwyaf o sgysiau a thrafodaethau gydag unigolion neu gydweithwyr hyd yn oed os yw'r deunydd pwnc yn anghyfarwydd.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall gyfrannu'n effeithlon at gyfarfodydd mewnol ac allanol mewn cyd-destun gwaith.</li> <li>➤ Gall sgwrsio'n gysurus gydag unigolion a chyfnewid gwybodaeth fel sydd angen.</li> <li>➤ Gall ddadlau dros ac yn erbyn achos penodol.</li> <li>➤ Gall gadeirio cyfarfodydd ac ateb cwestiynau o'r gadair yn hyderus.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall ddarllen y rhan fwyaf ohebiaeth a bwrw golwg ar destunau hir i ganfod manylion.</li> <li>➤ Gall ddeall y rhan fwyaf o erthyglau ac adroddiadau papur newydd gyda chymorth geiriadur.</li> <li>➤ Gall ddeall testunau, os na ysgrifennwyd mewn dull ffurfiol iawn neu dafodieithol.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall gynhyrchu gohebiaeth o bob math, adroddiadau byr, dogfennau a llenyddiaeth gyda chymorth offer cyfieithu Cymraeg e.e. Cysgair, Cysill.</li> </ul> |

#### LEFEL 5

*Gall ddeall popeth a gaiff ei ddweud. Gall siarad yn helaeth am faterion cymhleth, gan gyflwyno gwybodaeth anodd a gall hwyluso a chrynhoi trafodaethau estynedig neu gymhleth. Gall grynhoi gwybodaeth o wahanol ffynonellau (yn llafar ac yn ysgrifenedig) a'i chyflwyno mewn modd cydlynus. Gall fynegi ei hunan yn fyrfyfyr, rhugl ac yn fanwl, gan addasu'r iaith i weddu i'r gynulleidfa.*

| DEALL                                                                                                                                                                  | SIARAD                                                                                                                                                                                                 | DARLLEN                                                                                                                                                                                                                                                                                       | YSGRIFENNU                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>➤ Gall ddilyn pob sgwrs a thrafodaeth gydag unigolion neu gydweithwyr.</li> <li>➤ Gall ddeall amwysedd a naws iaith.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall fynegi ei hunan yn fanwl, hyd yn oed wrth drafod materion cymhleth</li> <li>➤ Gall addasu arddull a chywair yr iaith i weddu i'r gynulleidfa.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall ddarllen a deall bron bob testun ysgrifenedig heb anhawster, gan ddefnyddio geiriadur yn achlysurol.</li> <li>➤ Gall ddarllen testunau hir i ganfod manylion perthnasol a gall ddeall y rhan fwyaf o fathau o ddeunydd ysgrifenedig.</li> </ul> | <ul style="list-style-type: none"> <li>➤ Gall ysgrifennu adroddiadau mewn arddull glir addas i'r darlennydd gyda chefnogaeth offer cymorth iaith electronig.</li> <li>➤ Gall ysgrifennu Cymraeg ffurfiol neu anffurfiol yn ôl yr angen.</li> <li>➤ Gall ysgrifennu ystod o ddogfennau yn gywir ac yn hyderus.</li> </ul> |