

## *Come and join the team!*

### ADVERT

**ROLE TITLE:** Site Coordinator, Caldicot Castle and Country Park

**ADVERT TEXT:**

Caldicot Castle is set within 55 acres of idyllic country park in Monmouthshire. Founded by the Normans, developed in royal hands as a stronghold in the Middle Ages and restored as a Victorian family home. The castle, which is within the idyllic wooded country park, has a romantic and colourful history. Visitors to the castle can explore its history, enjoy walks through the tranquil gardens and trails around the park and refreshments in the tea room. The castle also hosts various events throughout the season and has been more recently used as a filming location for film productions and period dramas.

We are looking for a motivated individual who will take responsibility for the management and development of, and will take pride in contributing to the upkeep of the Castle and Countrypark. You will lead a team of staff to assist with the site presentation, offer a quality food and drink provision; relevant retail offer and tourist information for visitors; carry out daily checks to ensure the site is presented to a high standard, and your passion will inspire others to love this beautiful place as much as you do.

You will work with the local communities and volunteers to maximise community access and involvement. The post will include Bank Holidays and weekend working as required during the main operating season

We want to ensure that special places like Caldicot Castle and Countrypark are here to be both protected and enjoyed by everyone for ever. After all, your passion and dedication could fire the imagination that makes a visitor become a supporter for the rest of their life.

MonLife believes that people deserve more than just 'good service', but an amazing experience they'll never forget, and we are looking for like-minded people to join us – are you ready?

**POST ID:** ENTATT03

**LOCATION:** Caldicot Castle

**GRADE:** BAND G £27,741 - £31,346

**HOURS:** 37 hours 52 weeks of year

**TEMPORARY:** No

**WORK PATTERN:** 37 hours a week. This will include unconventional hours including weekends and bank holidays particularly during busy visitor periods.

**DISCLOSURE AND BARRING SERVICE (DBS) CHECK:**

No DBS Required for this post

**CLOSING DATE: 5pm on 20/01/2022**

**Additional Information**

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

To apply for this post please complete the online application form which can be found on the following page:

<https://www.monmouthshire.gov.uk/jobs-employment/>

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.

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

Monmouthshire County Council is:-

- an equal opportunities employer and welcomes applications from all sections of the community.
- a disability confident committed employer.
- an Armed Forces friendly employer.
- Autism aware and committed to removing barriers to employment
- committed to supporting young people who leave our care to access new opportunities and gain experience.

**ROLE PROFILE**

**ROLE TITLE:** Site Coordinator, Caldicot Castle and Countrypark

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**TEMPORARY:** No

**WORK PATTERN:** 37 hours a week. This will include unconventional hours including weekends and bank holidays particularly during busy visitor periods.

**LOCATION:** Caldicot Castle which may change in the future if the service location needs to relocate. Relocation or disturbance expenses will not be paid if this happens.

**DISCLOSURE AND BARRING SERVICE (DBS) CHECK:**

No DBS Required for this post

**RESPONSIBLE TO:** Heritage and Visitor Attractions Manager

**WELSH LANGUAGE ASSESSMENT:**

Welsh language skills are desirable

**SAFEGUARDING:**

Child and Adult Safeguarding 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.

**MONLIFE....Who are we?**

MonLife is a service group that delivers leisure, youth and outdoor activities, countryside, tourism, destination development, arts, museums and attractions. We provide leisure services from 4 sites within Monmouthshire and offer outdoor activities at 1 site. We have 7 sites which incorporate our heritage attractions, including Caldicot Castle; Old Station, Tintern and museums and also promote tourism information and offer some of the most impressive buildings with historical interest and activities to engage all ages. Countryside services oversee a large countryside access network and sites to provide outdoor experiences for communities and visitors alike.

**The Purpose of this Role:-**

The main role of the Site Coordinator is to take responsibility for the day to day operations, management and development of Caldicot Castle and Countrypark. To manage and lead a team of staff, volunteers and contractors to maintain a high quality of site management and customer services. To ensure processes and procedures are followed and adhered too in health and safety; safeguarding; financial regulations and environmental health. To work with the local communities, volunteers and partners to maximise visitor access and involvement at the site.

**Your responsibilities are to:-**

- To be responsible for 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 and income targets under the direction of the Heritage and Visitor Attractions Manager to meet agreed timescales;
- To supervise and ensure the effective, efficient and economical use of staff whilst on shift including support staff, catering assistants, volunteers and contracted personnel;
- To provide a positive visitor experience, providing high quality retail, visitor and other related customer services, including assisting with the provision of events and activities as required;

- To develop an understanding of the whole Heritage Attractions service, its priorities and targets and to deliver a high quality service that contribute to our Heritage Strategy;
- Taking budget responsibilities, including ensuring operation within procurement and financial controls and constraints;
- To have knowledge of 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 act as a keyholder including attending call outs as required;
- Ensuring a reasonable level of security and minimising the risk of crime;
- Working with the local communities to maximise community access and involvement so that it becomes an integral and valued part of their local communities;
- To contribute to the well-being of all site users by practising a high standard of customer care, including offering advice about all aspects of the site's provision and to deal with customers' enquiries and complaints;
- To ensure daily routine maintenance functions carried out and to contribute to the inspection and maintenance of all buildings / structures and to assist with site management work and other practical tasks including litter collection, cleaning toilets and daily checks of whole site;
- Arranging inspection and maintenance of all buildings and structures site management work and other practical tasks, including liaison with Property Services, the Green Infrastructure and Countryside Team, the Conservation Manager and Cadw;
- Ensuring the provision of site interpretation and visitor information services;
- Ensuring the operation of car and coach parking arrangements;
- Ensuring contracted services maintain a high standard of operation and fulfil their agreed conditions;
- Ensuring on-going assessment of visitor satisfaction, investigating complaints and advising on appropriate actions and improvements;
- To work with the local communities volunteers and partners to maximise community access and involvement at the site. This includes encouraging voluntary participation and ensuring adequate organisation and liaison including "Friends Groups";
- To assist with out of season duties at Caldicot Castle and Countrypark including maintenance of the site working closely with the Castle Park Rangers and Countryside team;
- 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 provide flexible support for activity and event days, camping etc;
- To set up/set down of equipment and preparation of rooms for specific uses;
- To implement and ensure adherence to the site's Operating Procedures (including Health and Safety legislation) developed by the Management Team;
- To understand and ensure that safe systems and risk assessments for operational duties are followed;
- To actively support and implement the principles and practices of equal opportunity as laid down in the Council's Equal Opportunities Policy;
- To carry out any duties and responsibilities required under the GDPR Data Protection Act 2018, in particular, to take reasonable care that no loss or disclosure of personal data occurs;

- To uphold and comply with the statutory provisions of the Health and Safety Work Regulations 1999, The Wales Safeguarding processes 2020 and any other relevant Council policies relating to Safeguarding and Health and Safety.

**Here's what we can provide you with:-** We are set in a beautiful rural community and we may be small but we are a highly ambitious authority.

A closer look at MonLife will uncover a network of high performing teams that are committed to deliver high quality services that are creative, innovative, not afraid to take risks to try new things and puts the needs of our communities health and wellbeing at the heart of our delivery. Our team members enjoy a stable environment that allows space to think and promotes an innovative approach to mind, body and soul.

This combines with an extensive list of benefits and commitment to the continual development of every member of the service makes Monmouthshire a great place to work.

**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.

## Person Specification

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

### **Welsh Desirable.**

You may be required to learn or improve your existing skills through attending staff Welsh language training funded by the council. This will be implemented if a need for Welsh language skills in the role arises.

### **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.

<b>Requirements</b>	<b>Essential / Desirable</b>	<b>Method of Assessment</b>
<b>Education and Professional Qualifications:</b> Good grades in core subjects including ICT;  Food Hygiene Level 2 or above	Essential  Desirable	Application form  Application form
<b>Experience:</b> Experience of working in a hospitality related service or a visitor attraction  Experience of managing a team of people; preparing rotas; staff support and supervision;  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.	Essential  Essential  Essential  Desirable	Application form and interview  Application form and interview  Application forms and interview  Application form and interview
<b>Knowledge, Skills and Competencies:</b>  Knowledge of Health and Safety at working requirements in outdoor setting and Risk Assessment	Desirable	Interview



<p>Possess good levels of communication skills to be able to communicate to different levels of staff/management, user groups, customers and members.</p>	<p>Desirable</p>	<p>Application form and Interview</p>
<p>Use of Microsoft office suite of software.</p>	<p>Desirable</p>	<p>Application form and Interview</p>
<p>Willingness to abide by the Council's Equal Opportunities Policy, including undertaking appropriate equality awareness training</p>	<p>Desirable</p>	<p>Interview</p>
<p><b>Personal Attributes:</b></p> <p>To be passionate and committed to the delivery of a quality service with an awareness of customer care principles;</p> <p>Confident and assertive and be able to perform well under pressure and without direct supervision</p> <p>Willingness to undertake staff development training in order to improve in the post.</p>	<p>Desirable</p> <p>Desirable</p> <p>Desirable</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p>
<p><b>Other:</b></p> <p>To be flexible and have the willingness to work when required and at different sites.</p> <p>Able to be independently mobile within a geographical area</p> <p>Welsh Language Skills</p>	<p>Essential</p> <p>Essential</p> <p>Desirable</p>	<p>Interview</p> <p>Application form / Interview</p> <p>Application form / Interview</p>

**Should you require any further information regarding this post, please contact: Gareth Llewellyn 07817 825102.**

**Closing Date: 5pm on 20/01/2022**

## WELSH LANGUAGE SKILLS FRAMEWORK

LEVEL 1			
<p><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></p>			
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			
<p><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></p>			
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			
<p><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></p>			



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>

**LEVEL 4**

*Can usually follow most conversations or discussions, even on unfamiliar topics, Can talk confidently with fluent speakers about familiar subjects relating to work, and an 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.*

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>

**LEVEL 5**

*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.*

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>

## Dewch i ymuno gyda'r tîm!

### HYSBYSEB SWYDD

**TEITL Y RÔL:** Cydlynnydd Safle, Castell a Pharc Gwledig Cil-y-coed

**COPI AR GYFER YR HYSBYSEB:**

Mae Castell Cil-y-coed ar safle 55 erw ac o fewn parc gwledig delfrydol yn Sir Fynwy. Wedi ei sefydlu gan y Normaniaid, a'i ddatblygu gan y teulu brenhinol fel cadarnle yn y Canol Oesoedd, cafodd ei adfer fel cartref teuluol Fictoriannaidd. Mae'r castell, sydd o fewn y parc gwledig â choetir, yn meddu ar hanes rhamantus a lliwgar. Mae ymwelwyr â'r castell yn medru mwynhau'r hanes, cerdded drwy'r gerddi heddychlon a'r llwybrau cerdded o gwmpas y parc a mwynhau lluniaeth yn yr ystafell de. Mae'r castell yn cynnal digwyddiadau amrywiol drwy gydol y tymor ac wedi ei ddefnyddio yn ddiweddar fel lleoliad ar gyfer recordio ffilmiau a dramâu hanesyddol.

Rydym yn chwilio am unigolyn egnïol a fydd yn gyfrifol am reoli a datblygu ac ymfalchïo yn y gwaith o gynnal a chadw Castell a Pharc Gwledig Cil-y-coed. Byddwch yn arwain tîm o staff a fydd yn gyfrifol am ymddangosiad y safle, yn cynnig bwyd a diod; y cynigion manwerthu perthnasol a gwybodaeth i dwristiaid; cynnal gwiriadau dyddiol er mwyn sicrhau bod y safle o safon uchel a bydd eich angerdd yn ysgogi eraill i garu'r lle prydferth yma gymaint â chi.

Byddwch yn gweithio gyda chymunedau lleol a gwirfoddolwyr er mwyn sicrhau mynediad i gynifer ag sydd yn bosib a'u bod yn medru cymryd rhan. Bydd angen gweithio ar y penwythnos ac ar ddiwrnodau Gŵyl y Banc yn ystod y tymor gwyliau.

Rydym am sicrhau bod llefydd arbennig fel Castell a Pharc Gwledig Cil-y-coed yma i'w diogelu a'u mwynhau gan bawb am byth. Wedi'r cwbl, bydd eich angerdd a'ch ymroddiad chi yn medru tanio'r dychymyg sydd yn golygu bod yr ymwelydd yn dod yn gefnogwr am weddill ei fywyd.

Mae MonLife yn credu bod pobl yn haeddu mwy na 'gwasanaeth da' yn unig, sef profiad anhygoel na fyddant byth yn ei anghofio, ac rydym yn chwilio am bobl sydd â meddylfryd tebyg i ymuno gyda ni – a ydych yn barod?

**RHIF ADNABOD Y SWYDD:** ENTATT03

**LLEOLIAD:** Castell Cil-y-coed

**GRADD:** BAND G £27,741 - £31,346

**ORIAU:** 37 awr, 52 wythnos y flwyddyn

**DROS DRO:** Na

**PATRWM GWAITH:** 37 o oriau'r wythnos. Bydd hyn yn cynnwys gweithio oriau anghonfensiynol ar y penwythnos a gŵyl y banc, yn enwedig yn ystod cyfnodau prysur ar gyfer ymwelwyr.

**GWIRIAD GAN Y GWASANAETH DATGELU A GWAHARDD:**

Nid oes angen gwiriad gan y GDG ar gyfer y rôl.

**DYDDIAD CAU:** 5pm on 20/01/2022

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

Er mwyn gwneud cais am y rôl hon, cwblhewch y ffurflen gais ar-lein sydd ar gael ar y dudalen ganlynol:

<https://www.monmouthshire.gov.uk/jobs-employment/>

Mae modd cyflwyno ceisiadau yn y Gymraeg, ac ni fydd cais a gyflwynir yn y Gymraeg yn cael ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg,

Mae modd rhannu'r holl swyddi os na nodir fel arall.

Mae Cyngor Sir Fynwy yn:-

- cyflogwr cyfle cyfartal ac yn croesawu ceisiadau gan bob rhan o'r gymuned .
- cyflogwr sydd wedi ymrwmo i fod yn hyderus o ran anabledd
- cyflogwr sydd yn gyfeillgar i'r Lluoedd Arfog
- ymwybodol o Awtistiaeth ac wedi ymrwmo i ddileu unrhyw rwystrau at gyflogaeth
- ymrwmo i gefnogi pobl ifanc sydd yn gadael ein gofal i gael cyfleoedd newydd a phrofiad.

**PROFFIL Y RÔL**

**TEITL Y RÔL:** Cydlynnydd Safle, Castell a Pharc Gwledig Cil-y-coed

**RHIF ADNABOD Y SWYDD:** ENTATT03

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**DROS DRO:** Na

**PATRWM GWAITH:** 37 o oriau'r wythnos. Bydd hyn yn cynnwys gweithio oriau anghonfensiynol ar y penwythnos a gŵyl y banc, yn enwedig yn ystod cyfnodau prysur ar gyfer ymwelwyr.

**LLEOLIAD:** Castell Cil-y-coed ond nodwch y gall hyn newid yn y dyfodol os oes angen newid lleoliad y gwasanaeth. Ni fydd treuliau adleoli yn cael eu talu os yw hyn yn digwydd.

**GWIRIAD GAN Y GWASANAETH DATGELU A GWAHARDD:**

Nid oes angen gwiriad gan y GDG ar gyfer y rôl.

## **YN ATEBOL I: Rheolwr Treftadaeth ac Atyniadau Ymwelwyr**

### **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.

### **MONLIFE....Pwy ydym ni?**

Mae MonLife yn grŵp gwasanaeth sydd yn darparu gweithgareddau hamdden, ieuencid ac awyr agored, cefn gwlad, twristiaeth, datblygu cyrchfannau, celfyddydau, amgueddfeydd ac atyniadau. Rydym yn darparu gwasanaethau hamdden o 4 safle o fewn Sir Fynwy ac yn cynnig gweithgareddau awyr agored ar 1 safle. Mae 7 safle gennym sydd yn cynnig ein hatyniadau, gan gynnwys Castell Cil-y-coed; yr Hen Orsaf, Tyndyrn ac amgueddfeydd ac rydym hefyd yn hyrwyddo gwybodaeth i dwristiaid ac yn cynnig rhai adeiladau hanesyddol sydd yn creu argraff ac o ddiddordeb ynghyd â gweithgareddau er mwyn ymgysylltu pobl o bob oedran. Mae gwasanaethau Cefn Gwlad yn goruchwylio rhwydwaith cefn gwlad eang a safleoedd er mwyn cynnig profiadau awyr agored i gymunedau ac ymwelwyr fel ei gilydd.

### **Pwrpas y Rôl hon:-**

Prif rôl y Cydlynnydd Safle yw cymryd cyfrifoldeb am weithrediadau a'r gwaith rheoli a datblygu sydd angen ei wneud ar gyfer Castell a Pharc Gwledig Cil-y-coed. Yn rheoli ac yn arwain tîm o staff, gwirfoddolwyr a chontractwyr er mwyn cynnal safon uchel o wasanaeth ar gyfer rheoli'r safle a gofalu am gwsmeriaid. Yn sicrhau bod y prosesau a'r gweithdrefnau yn cael eu dilyn hefyd ac yn cydymffurfio gydag iechyd a diogelwch; diogelu; rheoliadau ariannol ac iechyd amgylcheddol. Yn gweithio gyda chymunedau lleol, gwirfoddolwyr a phartneriaid er mwyn sicrhau bod cynifer o ymwelwyr ag sydd yn bosib yn medru ymweld a chymryd rhan yng ngweithgareddau'r safle.

### **Bydd eich cyfrifoldebau yn cynnwys:-**

- Yn gyfrifol am y gwaith a wneir yn y safle o ddydd i ddydd a'r digwyddiadau a gynhelir yn ystod oriau agor;
- Yn gyfrifol am feysydd penodol o fewn y safle ac yn cwblhau gwaith prosiect a'n cwrdd â'r targedau incwm o dan gyfarwyddyd y Rheolwr Treftadaeth ac Atyniadau Ymwelwyr o fewn yr amserlenni a gytunir;
- Yn goruchwylio ac yn sicrhau'r defnydd effeithiol, effeithlon ac economegol o staff a ddefnyddir ar shifft, gan gynnwys staff cymorth, cynorthwywyr arlwyio, gwirfoddolwyr a phersonél dan contract;

- Yn cynnig profiad positif i ymwelwyr, gan ddarparu gwasanaethau manwerthu, ymwelwyr a rhai perthnasol eraill sydd o safon uchel, gan gynnwys cynorthwyo gyda digwyddiadau a gweithgareddau fel sydd angen;
- Yn datblygu dealltwriaeth o'r gwasanaeth Atyniadau Treftadaeth, y blaenoriaethau a'r targedau ar gyfer y safle ac yn cynnig gwasanaeth safon uchel sydd yn cyfrannu at ein Strategaeth Treftadaeth;
- Yn gyfrifol am y gyllideb, gan sicrhau fod yr hyn a wneir yn unol gyda'r rheolau a'r cyfyngiadau caffael ac ariannol;
- Yn deall y system tiliau a ddefnyddir ar y ddesg flaen ac yn cynorthwyo gyda bancio'r arian ar ddiwedd y shift yn unol gyda'r gofynion archwilio;
- Yn gyfrifol am yr allwedd gan fynd i'r safle pan fydd angen y tu hwnt i'r oriau swyddfa arferol;
- Yn sicrhau lefel rhesymol o ddiogelwch ac yn lleihau'r risg o droseddau gymaint ag sydd yn bosib;
- Gweithio gyda'r gymuned leol fel bod y gymuned yn cael mynediad ac yn teimlo eu bod wedi eu cynnwys fel bod y safle yn rhan hanfodol a gwerthfawr o'r cymunedau lleol;
- Yn cyfrannu at lesiant holl ddefnyddwyr y safle drwy sicrhau safon uchel o ran gofal cwsmer, gan gynnwys cynnig cyngor ar holl agweddau o ddarpariaeth y safle a'n delio ag ymholiadau a chwynion gan gwsmeriaid;
- Yn sicrhau bod y tasgau cynnal a chadw dyddiol yn cael eu cwblhau ac yn cyfrannu at archwilio a chynnal a chadw'r adeiladau / strwythurau a chynorthwyo gyda'r gwaith o reoli safle ac ymgymryd â thasgau ymarferol eraill gan gynnwys casglu sbwriel, glanhau toiledau a gwirio'r safle cyfan yn ddyddiol;
- Yn trefnu archwiliadau o'r adeiladau a'r strwythurau yn y safle a'r tasgau ymarferol sydd eu hangen, gan gynnwys gweithio gyda'r Gwasanaethau Eiddo, Tîm Seilwaith Gwyrdd a Chefn gwlad, y Rheolwr Cadwraeth a Chadw;
- Yn sicrhau bod arwyddion dehongli a'r gwasanaethau gwybodaeth ar gael yn y safle;
- Yn sicrhau bod y trefniadau parcio ar gyfer y ceir a'r bysiau yn weithredol;
- Yn sicrhau bod unrhyw wasanaethau o dan gontract yn cael eu darparu i safon uchel ac yn unol â'r telerau ac amodau a gytunir;
- Yn sicrhau bod yna asesiad parhaus o fodlonrwydd cwsmeriaid, yn ymchwilio unrhyw gwynion a'n rhoi cyngor ar y camau a'r gwelliannau priodol sydd eu hangen;
- Yn gweithio gyda gwirfoddolwyr lleol yn y gymuned a'n ceisio hyrwyddo bod cynifer ag sydd yn bosib yn ymweld ac yn cymryd rhan mewn gweithgareddau yn y safle, gan sicrhau fod yna berthynas agos gyda'r "Grwpiau Ffrindiau";
- Yn cynorthwyo gyda dyletswyddau yng Nghastell a Pharc Gwledig Cil-y-coed y tu hwnt i'r tymor gwyliau gan gynnwys gwneud gwaith cynnal a chadw a'n gweithio'n agos gyda'r Ceidwaid a'r tîm cefn gwlad;
- Yn cyfrannu ac yn cynnal lefel uchel o safonau glendid sydd yn berthnasol i'r safle a'n yn sicrhau bod cyfleusterau yn lân ac yn barod i'w defnyddio gan ein defnyddwyr;
- Yn cynnig cymorth hyblyg ar gyfer gweithgareddau a digwyddiadau, gweryslla ayyb;
- Yn gosod ac yn tynnu lawr unrhyw offer a'n trefnu ystafelloedd at ddibenion penodol;

- Yn gweithredu ac yn cydymffurfio gyda Gweithdrefnau Gweithredol y safle (gan gynnwys deddfwriaeth lechyd a Diogelwch) sydd wedi eu datblygu gan y Tîm Rheoli;
- Yn deall ac yn sicrhau bod y systemau diogel a'r asesiadau risg ar gyfer dyletswyddau gweithredol yn cael eu dilyn;
- Yn cefnogi ac yn gweithredu egwyddorion a phractis cyfle cyfartal sydd wedi eu hamlinellu ym Mholisi Cyfle Cyfartal y Cyngor;
- Ymgymryd â'r dyletswyddau a'r cyfrifoldebau sydd eu hangen o dan Ddeddf Diogelu Data 2018, ac yn enwedig, bydd angen cymryd gofal rhesymol nad ydym yn colli neu ddatgelu unrhyw ddata personol;
- Cynnal a chydymffurfio gyda darpariaethau statudol Rheoliadau lechyd a Diogelwch yn y Gweithle 1999, prosesau Diogelu Cymru 2020 ac unrhyw bolisiau perthnasol sydd gan y Cyngor a'n ymwneud gyda Diogelu ac lechyd a Diogelwch

**Dyma'r hyn y mae modd i ni ddarparu i chi:** Rydym wedi ein lleoli mewn cymuned wledig hyfryd, ac er ein bod yn awdurdod bach, rydym yn hynod uchelgeisiol.

Wrth edrych yn fanylach ar MonLife, byddwch yn gweld bod yna rwydwaith o dimau sydd yn perfformio ar lefel uchel ac wedi ymrwymo i ddarparu gwasanaethau safon uchel sydd yn greadigol, yn arloesol, yn fodlon cymryd risgiau er mwyn rhoi cynnig ar bethau newydd ac yn gosod anghenion iechyd a lles ein cymunedau wrth galon yr hyn yr ydym yn darparu. Mae aelodau o'n tîm yn mwynhau awyrgylch sefydlog sydd yn cynnig gofod i feddwl a'n hyrwyddo dull arloesol tuag at eich meddwl, corff ac enaid.

Mae hyn yn cael ei gyfuno gyda rhestr helaeth o fanteision ac ymrwymiad i ddatblygiad parhaus pob un aelod o'r gwasanaeth, sydd yn gwneud Sir Fynwy yn lle gwych i weithio ynddo.

### **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.

## Manyleb Person

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

### **Y Gymraeg yn Ddymunol**

Gall fod angen i chi ddysgu neu wella eich sgiliau presennol drwy fynychu hyfforddiant Cymraeg i staff a gyllidir gan y Cyngor. Gweithredir hyn os yw'r angen yn codi am sgiliau yn y Gymraeg ar gyfer y swydd.

### **At hyn:**

Mae'r holl weithwyr yn gyfrifol am sicrhau eu bod yn gweithredu bob amser mewn ffordd sy'n gydnaws â Pholisi Cyfle Cyfartal Sir Fynwy yn eu meysydd o gyfrifoldeb ac fel rhan o'u hymddygiad cyffredinol.

<b>Gofynion</b>	<b>Hanfodol / Dymunol</b>	<b>Dull Asesu</b>
<p><b>Addysg a Chymwysterau Proffesiynol:</b> Graddau da mewn pynciau craidd gan gynnwys TGCh;</p> <p>Lefel 2 Hylendid Bwyd neu'n uwch</p>	<p>Hanfodol</p> <p>Dymunol</p>	<p>Ffurflen gais</p> <p>Ffurflen gais</p>
<p><b>Profiad:</b> Profiad o weithio mewn gwasanaeth lletygarwch neu atyniad ar gyfer ymwelwyr.</p> <p>Profiad o reoli tîm o bobl; paratoi rotas; yn cynnig cymorth i staff ac yn eu goruchwyllo.</p> <p>Y gallu i weithio'n dda gydag eraill a'r gallu i weithio heb oruchwyliaeth ac ar liwt eich hun ynghyd â gweithredu fel aelod effeithiol o'r tîm.</p> <p>Profiad o becynnau TGCh a systemau archebu FOH a systemau cyfrifiadurol.</p>	<p>Hanfodol</p> <p>Hanfodol</p> <p>Hanfodol</p> <p>Dymunol</p>	<p>Ffurflen gais a chyfweliad</p> <p>Ffurflen gais a chyfweliad</p> <p>Ffurflen gais a chyfweliad</p> <p>Ffurflen gais a chyfweliad</p>
<p><b>Gwybodaeth, Sgiliau a Chymwyseddau:</b></p>		



<p>Dealltwriaeth o lechyd a Diogelwch wrth weithio mewn mannau awyr agored ac Asesu Risgiau.</p> <p>Yn meddu ar lefelau da o sgiliau cyfathrebu fel eich bod yn medru cyfathrebu gyda lefelau gwahanol o staff/rheolwyr, grwpiau defnyddwyr, cwsmeriaid ac aelodau.</p> <p>Yn medru defnyddio meddalwedd Microsoft Office.</p> <p>Parodrwydd i gydymffurfio gyda Pholisi Cyfle Cyfartal y Cyngor, gan gynnwys cwblhau hyfforddiant ymwybyddiaeth o gydraddoldeb.</p>	<p>Dymunol</p> <p>Dymunol</p> <p>Dymunol</p> <p>Dymunol</p>	<p>Cyfweliad</p> <p>Ffurflen gais a chyfweliad</p> <p>Ffurflen gais a chyfweliad</p> <p>Cyfweliad</p>
<p><b>Rhinweddau Personol:</b></p> <p>Yn angerddol ac wedi ymrwymo i ddarparu gwasanaethau o ansawdd ac yn ymwybodol o egwyddorion gofal cwsmer.</p> <p>Yn hyderus a'n benderfynol ac yn medru perfformio yn dda o dan bwysau a heb oruchwyliaeth.</p> <p>Yn fodlon hyfforddi a datblygu staff er mwyn eu helpu i wella yn y rôl.</p>	<p>Dymunol</p> <p>Dymunol</p> <p>Dymunol</p>	<p>Cyfweliad</p> <p>Cyfweliad</p> <p>Cyfweliad</p>
<p><b>Arall:</b></p> <p>Yn hyblyg ac yn fodlon gweithio pan fydd angen ac mewn safleoedd gwahanol.</p> <p>Yn medru symud yn annibynnol o fewn ardal ddaearyddol</p> <p>Sgiliau Iaith Gymraeg</p>	<p>Hanfodol</p> <p>Hanfodol</p> <p>Dymunol</p>	<p>Cyfweliad</p> <p>Ffurflen gais a chyfweliad</p> <p>Ffurflen gais a chyfweliad</p>

Os ydych angen unrhyw wybodaeth bellach am y rôl hon, cysylltwch os gwelwch yn dda gyda: Gareth Llewellyn 07817 825102.

Dyddiad Cau: 5pm on 20/01/2022





monmouthshire  
sir fynwy

## WELSH LANGUAGE SKILLS FRAMEWORK

LEVEL 1			
<p><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></p>			
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			
<p><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></p>			
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			
<p><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></p>			

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>

**LEVEL 4**

*Can usually follow most conversations or discussions, even on unfamiliar topics, Can talk confidently with fluent speakers about familiar subjects relating to work, and an 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.*

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>

**LEVEL 5**

*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.*

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>

