



GIG
CYMRU
NHS
WALES

Bwrdd Iechyd Prifysgol
Betsi Cadwaladr
University Health Board

MANYLEB YR UNIGOLYN - ARWEINIAD

Dylai manyleb yr unigolyn fanylu ar y cymwysterau, profiad, sgiliau, gwybodaeth a rhinweddau personol, a gofynion eraill y mae eu hangen ar ddeilydd y swydd i gyflawni'r swydd i lefel foddhaol.

Teitl y Swydd: Arweinydd y Tîm Switsfwrdd

Band: Band Presennol y Swydd

	HANFODOL Y rhinweddau hynny na fyddai deilydd y swydd yn gallu cael ei benodi/phenodi hebddynt	DYMUNOL Rhinweddau ychwanegol y gellir eu defnyddio i ddewis rhwng ymgeiswyr sy'n bodloni'r holl feini prawf hanfodol	DULL ASESU
CYMWYSTERAU	Addysg uwch neu brofiad cyfwerth ar lefel goruchwylydd	NVQ neu gymhwyster rhagarweiniol i reoli	Ffurflen gais/ Cyfweliad
PROFIAD	Profiad sylweddol mewn amgylchedd switsfwrdd. Profiad profedig a pherthnasol fel goruchwylydd/arweinydd tîm mewn gwasanaeth sy'n canolbwyntio ar gwsmeriaid. Gwybodaeth gyfredol am y Switsfwrdd Gweithredwr Switsfwrdd Profiadol	Hanes profedig o weithio mewn amgylchedd prysur	Ffurflen gais/ Cyfweliad

SGILIAU	Gallu cyfathrebu'n effeithiol ag unigolion ar bob lefel yn y sefydliad. Gallu sbarduno / ymateb yn gadarnhaol i newid gyda'r gallu i ddysgu o brofiad. Gallu gweithio ar eich cymhelliant eich hun ac o dan bwysau Gallu goruchwyllo staff yn effeithiol, ymdrin â materion sensitif a gwneud penderfyniadau yn unol â Pholisïau a Gweithdrefnau'r Bwrdd Iechyd		Ffurflen gais/ Cyfweliad
GWYBODAETH	Gwybodaeth a phrofiad o weithio mewn gwasanaeth switsfwrdd. Gwybodaeth am system y switsfwrdd, blipiau/systemau peiriannau galw ac offer telathrebu eraill sy'n gysylltiedig â'r switsfwrdd. Gwybodaeth gyfredol am rotas staff a gwneud trefniadau cyflenwi	Gwybodaeth dechnegol am y switsfwrdd	Ffurflen gais/ Cyfweliad

RHINWEDDAU PERSONOL (Gellir eu harddangos)	Gallu gweithio'n effeithiol a bod â hunangymhelliant mewn amgylchedd dyrys. Ymrwymiad i ddiwylliant o wella a datblygu parhaus - wedi'u tanategu gan gyfathrebu agored a gweithio mewn tîm Yn gallu gweithio fel rhan o dîm Pwyslais mawr ar wasanaethau cwsmeriaid. Ymdrech i wella safonau ansawdd. Parodrwydd i dderbyn dyletswyddau newydd a dysgu sgiliau newydd Parodrwydd i weithio oriau ychwanegol er mwyn bodloni terfynau amser		Ffurflen gais/ Cyfweliad
GOFYNION PERTHNASOL ERAILL (Nodwch)	Yn gallu gweithio oriau hyblyg Ymddangosiad trwsiadus Parodrwydd a gallu i deithio i safleoedd a chyfarfodydd eraill fel bo'n briodol Yn gallu siarad Cymraeg Leiafswm o level 3		Ffurflen gais/ Cyfweliad

PERSON SPECIFICATION – GUIDANCE

The person specification should set out the qualifications, experience, skills, knowledge, and personal attributes, other requirements that a post holder requires to perform the job to a satisfactory level.

Job Title: Switchboard Team Leader

Band: **Current Post Band**

	ESSENTIAL The qualities without which a post holder could not be appointed	DESIRABLE Extra qualities which can be used to choose between candidates who meet all the essential criteria	METHOD OF ASSESSMENT
QUALIFICATIONS	Higher education or equivalent experience at supervisory level	NVQ or introduction to Management qualification	Application/ Interview
EXPERIENCE	Significant experience within a switchboard environment. Proven and relevant supervisory/team leader experience in a customer focused service. Working knowledge of Switchboard Experienced Switchboard Operator	A proven track record of working within a busy environment	Application/ Interview

SKILLS	Ability to communicate effectively with all levels of the organisation. Able to initiate / respond positively to change and has the ability to learn from experience. Ability to work on own initiative and under pressure Ability to supervise staff effectively, deal with sensitive issues and make decisions in line with the Health Boards Policies and Procedures		Application/ Interview
KNOWLEDGE	Knowledge and experience of working in a switchboard service. Knowledge of switchboard system, bleeping/paging systems and other switchboard related telecoms equipment. Working knowledge of staff rotas and arranging cover	Technical knowledge of switchboard	Application/ Interview

PERSONAL QUALITIES (Demonstrable)	Able to work effectively and be self-motivated in a pressured environment. Committed to a culture of continuous improvement and development – underpinned by open communications and team working Ability to work as part of a team. Strong customer-service orientation. Strive to improve quality standards Willing to take on new duties and learn new skills Willingness to work additional hours to meet deadlines		Application/ Interview
OTHER RELEVANT REQUIREMENTS (Please Specify)	Able to work flexible hours Smart appearance Willingness and ability to travel to other sites and meetings as appropriate Ability to speak Welsh – minimum of level 3		Application/ Interview