

	<u>HANFODOL</u> Y rhinweddau na ellid penodi deilydd swydd hebddynt	<u>DYMUNOL</u> Rhinweddau ychwanegol y gellir eu defnyddio i ddewis rhwng ymgeiswyr sy'n cwrdd â'r meini prawf hanfodol	<u>DULL ASESU</u>
CYMWYSTERAU	Cymwysterau TGAU/lefel 0 neu brofiad cyfatebol.		Ffurflen gais/ Cyfweliad
PROFIAD	Profiad o weithio ar switsfwrdd neu system ffôn arall	Profiad o weithio BT teleffonydd, gorau oll hyfforddwyd gan neu sefydliad arall	Ffurflen gais/ Cyfweliad
SGILIAU	Y gallu i gyfathrebu'n effeithiol gyda phob lefel o'r sefydliad. Y gallu i weithio fel tîm Y gallu i weithio dan bwysau Arddull ardderchog ar y ffôn Gallu siarad Cymraeg - Lleiafswm o lefel 3		Ffurflen gais/ Cyfweliad
GWYBODAETH	Gwybodaeth o weithio mewn gwasanaeth switsfwrdd.		Ffurflen gais/ Cyfweliad

NODWEDDION PERSONOL (Amlwg)	Y gallu i weithio'n effeithiol a hunan-ysgogi mewn amgylchedd llawn pwysau. Ymroddedig i ddiwylliant o wella parhaus – wedi'i ategu gan gyfathrebu agored a gweithio tîm Y gallu i weithio fel rhan o dîm Blaenoriaeth uchel i wasanaethau cwsmer Parodrwydd i weithio oriau ychwanegol i gwrdd ag amserlen dynn		Ffurflen gais/ Cyfweliad
GOFYNION PERTHNASOL ERAILL (Rhowch fanylion)	Y gallu i weithio oriau hyblyg Golwg drwsiadus Parodrwydd a'r gallu i deithio i safleoedd eraill pan fydd angen		Ffurflen gais/ Cyfweliad

MANYLION PERSONOL – CANLLAW

Dylai'r manylion personol nodi'r cymwysterau, profiad, sgiliau, gwybodaeth, rhinweddau personol, diddordebau, gofynion eraill y bydd eu hangen ar ddeilydd swydd i wneud y swydd i lefel foddhaol.

Teitl y Swydd: Gweithredydd Switsfwrdd/Delio â Galwadau Band: Band Presennol y Swydd

	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	GCSE/O level qualifications or equivalent experience		Application/ Interview

EXPERIENCE	Experience of working on a switchboard or other telephone system	Telephonist experience, preferably BT trained or other	Application/ Interview
SKILLS	Ability to communicate effectively with all levels of the organisation. Ability to work as a team Ability to work under pressure Excellent telephone manner Ability to speak Welsh MINIMUM OF LEVEL 3		Application/ Interview
KNOWLEDGE	Knowledge of working in a switchboard service.		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. Willingness to work additional hours to meet deadlines		Application/ Interview
OTHER RELEVANT REQUIREMENTS (Please Specify)	Able to work flexible hours and shift work Smart appearance Willingness and ability to travel to other sites as required		Application/ Interview

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 Operator/Call Handler	Band:	Current Post Band
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