

## **SWYDD DDISGRIFIAD**

**SWYDD:** SWYDDOG CEFNOGI SYSTEMAU ANSAWDD

**STATWS:** AMSER TYMOR YN UNIG

**GRADDDFA:** GPTACH: GRADDDFA 4, PWYNTIAU 21-24

**LLEOLIAD:** HYBLYG

### **YN ATEBOL I'R:**

Cyfarwyddwr Cwricwlwm ac Ansawdd / Rheolwr Sicrwydd Ansawdd

### **PRIF BWRPAS**

Cefnogi staff ar draws y grŵp i ddefnyddio systemau ansawdd yn cynnwys:

- Un ffeil e-bortffolio
- eDRAC
- Dangosfwrdd
- Rheolwr Gwobrau
- PECYN CYMORTH SGILIAU HANFODOL CYMRU (WEST)
- Arolygon Dysgwyr
- System Datblygu Staff STEPS

Bydd deiliad y swydd yn darparu cefnogaeth llinell gymorth a hyfforddiant ar ddefnyddio systemau ansawdd yn effeithiol a chefnogi'r rheolwyr ansawdd wrth ymgynghori a datblygu systemau ansawdd

### **PRIF DDYLETSWYDDAU A CHYFRIFOLDEBAU:**

- Darparu cymorth llinell gymorth i staff gan ddefnyddio amrywiaeth o systemau ansawdd y Grŵp
- Darparu sesiynau datblygu staff a chymorth grŵp / cefnogaeth un-i-un gyda defnyddio systemau ansawdd
- Cynorthwyo'r Rheolwyr Ansawdd i awgrymu a monitro datblygiadau yn nefnydd a strwythur systemau'r coleg
- Cefnogi datblygu amrywiaeth o ddeunyddiau hyfforddi hygyrch i ddefnyddwyr
- Cofnodi ymholiadau a phenderfyniadau allweddol i bennu themâu a materion cyffredin
- Cynorthwyo i sicrhau bod canlyniadau'n cael eu cyflawni o fewn y gyllideb a'r adnoddau
- Casglu adborth defnyddwyr a bod yn rhagweithiol wrth weithredu newidiadau i ymateb i adborth
- Ymgymryd â thasgau ychwanegol ar gais y Rheolwr Sicrhau Ansawdd neu'r Pennaeth Cynorthwyol Ansawdd a Pherfformiad.
- Bydd y swydd yn gofyn i'r ymgeisydd llwyddiannus deithio rhwng safleoedd ac felly mae'r gallu i yrru yn hanfodol ar gyfer y swydd
- Cysylltu â datblygwyr systemau mewnol ac allanol i ddatrys ymholiadau ac adolygu datblygiad

## **MANYLEB DEILIAD Y SWYDD**

### **Gofynion Hanfodol**

1. Cymhwyster i Lefel 3, neu uwch
2. Profiad o ddefnyddio ystod eang o systemau ansawdd
3. Profiad o drin a datrys ymholiadau i lefel foddhaol gydag amrywiaeth o staff ar wahanol lefelau
4. Sgiliau cyfathrebu llafar ac ysgrifenedig ardderchog
5. Profiad o weithio ar y cyd ag ystod o bartneriaid mewnol ac allanol yn cynnwys presenoldeb posibl gan grwpiau defnyddwyr
6. Y gallu i weithio dan bwysau ac i gwrdd â therfynau amser, i weithio ar eich liwt eich hun ac i gymryd cyfrifoldeb am flaenoriaethu llwyth gwaith personol.
7. Profiad o weithio'n llwyddiannus gyda staff ar wahanol lefelau o fewn GLLM ac yn allanol.
8. Sgiliau trefniadol a gweinyddol ardderchog
9. Gallu defnyddio systemau TG a MIS yn hyderus.
10. Y gallu i deithio rhwng safleoedd colegau ar draws Gogledd Cymru

### **Gofynion Dymunol**

1. Y gallu i gyfathrebu drwy gyfrwng y Gymraeg.

## **JOB DESCRIPTION**

**POST:**                    **QUALITY SYSTEMS SUPPORT OFFICER**

**STATUS:**                **TERM TIME ONLY**

**GRADE:**                **APT&C: SCALE 4, POINTS 21-24**

**LOCATION:**              **FLEXIBLE**

### **LINE MANAGEMENT ACCOUNTABILITY TO:**

Director Curriculum and Quality/ Quality Assurance Manager

### **KEY PURPOSE**

To support staff across the grwp in the use of quality systems including:

- One file e-portfolio
- eDRAC
- Dashboard
- Awards Manager
- WEST
- Learner Surveys
- STEPS Staff Development System

The post holder will provide helpline support and training on the effective use of quality systems and support the quality managers in the consultation and development of quality systems

### **MAIN DUTIES AND RESPONSIBILITIES:**

- To provide helpline support for staff using a range of Grwp quality systems
- To deliver staff development and group support/ 1-1 support sessions with the use of quality systems
- To support the Quality Managers in suggesting and monitoring developments in the use and structure of college systems
- To support the development of a range of accessible training materials for users
- Record key queries and resolutions to determine common themes and issues
- Assisting to ensure that outcomes are delivered within the budget and resources
- To gather user feedback and be proactive in implementing changes to respond to feedback
- Undertake additional tasks when requested by the Quality Assurance Manager or Assistant Principal Quality & Performance
- The post will require the successful applicant to travel between sites and therefore the ability to drive is essential for the post
- To liaise with internal and external system developers to resolve queries and review development

## **PERSON SPECIFICATION**

### **Essential Requirements**

1. Qualification to Level 3, or above
2. Experience of using a broad range of quality systems
3. Experience of handling and resolving queries to a satisfactory level with a variety of staff at different levels
4. Excellent verbal and written communication skills
5. Experience of working collaboratively with a range of internal and external partners including possible user group attendance
6. Ability to work under pressure and to meet deadlines, to work on own initiative and to take responsibility for prioritising own workload
7. Experience of working successfully with staff at different levels within and external to GLLM
8. Excellent organisational and administrative skills
9. Confident user of IT and MIS systems
10. Ability to travel between college sites across North Wales

### **Desirable Requirements**

1. Ability to communicate through the medium of Welsh