

## Swydd Disgrifiad

### Swyddog Cefnogi Gweinyddol Amgueddfa Genedlaethol Y Glannau

#### Cefndir

Wedi'i sefydlu gan Siarter Brenhinol ym 1907, Amgueddfa Cymru yw sefydliad diwylliannol pwysicaf Cymru, ac un o'r amgueddfeydd mwyaf yn y Deyrnas Unedig. Mae'r Amgueddfa yn geidwad ar gasgliad amrywiol sydd ag arwyddocâd rhyngwladol, ac mae'n arwain ym maes addysg a chyfranogiad diwylliannol.

Mae Amgueddfa Cymru yn gofalu am saith amgueddfa genedlaethol Cymru: Amgueddfa Genedlaethol Caerdydd; Sain Ffagan Amgueddfa Werin Cymru; Big Pit Amgueddfa Lofaol Cymru, Blaenafon; Amgueddfa Wlân Cymru, Dre-fach Felindre; Amgueddfa Lleng Rufeinig Cymru, Caerllion; Amgueddfa Lechi Cymru, Llanberis; ac Amgueddfa Genedlaethol y Glannau, Abertawe. Mae gan Amgueddfa Cymru hefyd Ganolfan Gasgliadau Genedlaethol yn Nantgarw, ger Caerdydd.

Cyfanswm Cymorth Grant Llywodraeth Cymru i Amgueddfa Cymru yn 2017-18 oedd £21 miliwn. Mae'r Amgueddfa'n cyflogi dros 600 o staff, ac yn denu tua 1.7 miliwn o ymwelwyr bob blwyddyn, cynnydd o 70% ers cyflwyno mynediad am ddim. Rydym yn derbyn tua 2 filiwn o ymweliadau â'n gwefan bob blwyddyn.

Mae dros 5 miliwn o eitemau unigol yn ein casgliadau, sy'n cynnwys celf a dylunio, hanes ac archaeoleg a'r gwyddorau naturiol.

Mae is-gwmni masnachol sy'n llwyr eiddo i Amgueddfa Cymru – Mentrau Amgueddfeydd ac Oriolau Cenedlaethol Cymru Cyfyngedig (AOCC) – sydd â chyfarwyddwyr anweithredol a gyfetholwyd gydag arbenigedd perthnasol. Prif weithgareddau Mentrau AOCC Cyf yw gwerthiant yn siopau Amgueddfa Cymru, arlwy, parcio ceir, trwyddedu lluniau, llogi corfforaethol, elw trwy werthu neu fenthyg arddangosfeydd, a hawliau ffilmio. Mae'r cwmni'n trosglwyddo'i elw i Amgueddfa Cymru fel Cymorth Rhodd.

Corff a Noddir gan Lywodraeth Cymru yw Amgueddfa Cymru gyda Bwrdd Ymddiriedolwyr yn pennu cyfeiriad strategol y sefydliad ac yn sicrhau y caiff ei hadnoddau eu rheoli yn briodol.

#### Ein Gweledigaeth

Yn 2015 cytunodd Amgueddfa Cymru ar Weledigaeth newydd i'r dyfodol er mwyn "ysbrydoli pobl, newid bywydau". Ein pwrpas yw defnyddio ein hamgueddfeydd a'n

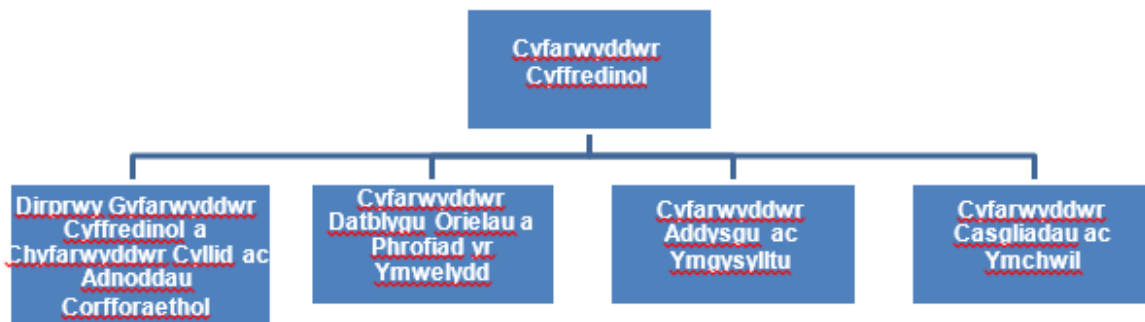
casgliadau i ysbrydoli pobl i feithrin eu hunaniaeth a'u lles; i ddarganfod, mwynhau a dysgu'n ddwyieithog a deall lle Cymru yn y byd.

Hanfod ein gwaith yw bod diwylliant yn adnodd a gaiff ei greu gan bobl a chymunedau. Rydyn ni'n rhan o'r gymdeithas y daw ein casgliadau a'n hadnoddau ohoni, a chânt eu hadnewyddu yn barhaus drwy ein gwaith gyda'r cyhoedd. Mae ein casgliadau gwyddorau naturiol yn helpu i roi cyd-destun o fioamrywiaeth a geoamrywiaeth Cymru, ac yn amlygu lle Cymru o fewn y byd ehangach. Rydyn ni'n atebol i'n cenedl am ein defnydd o'r adnoddau hyn.

Rydyn ni wedi ymrwymo i bedwar peth er mwyn cyflawni'r Weledigaeth – Ffynnu, Profiad, Dysgu a Chyfranogi. Nod gwaith pob adran ac aelod o staff yw cyflawni'r ymrwymïadau hyn.

## Yr Uwch Dîm Rheoli

Caiff Amgueddfa Cymru ei harwain gan Uwch Dîm Rheoli (SMT) yn cynnwys Cyfarwyddwr Cyffredinol a phedwar Cyfarwyddwr Cyfadrn. Mae Gweithgor Cyfunol (JEG), sydd yn cynnwys rheolwyr adrannau yn ogystal â'r Uwch Dîm Rheoli, yn cymeradwyo polisiau ac yn adolygu projectau a mentrau pwysig.



**Teitl y swydd:** Swyddog Cefnogi Gweinyddol.

**Yn atebol i:** Reolwr Gwasanaethau Ymwelwyr

**Prif bwrpas y swydd:** Rhoi cymorth gweinyddol a gweithredol i Reolwr yr Amgueddfa a helpu i hwyluso gwaith Amgueddfa Genedlaethol y Glannau.

**Tasgau a Chyfrifoldebau Allweddol:**

### **Penodol i'r Swydd**

1. Ymateb i ymholiadau gan gynnwys galwadau ffôn ac ymholiadau ysgrifenedig, digidol neu wyneb yn wyneb ynghylch Amgueddfa'r Glannau ac Amgueddfa Cymru.
2. Prosesu archebion yr adran trwy ddefnyddio system PS Financials a pharatoi anfonebau adrannol a rheoli system arian man yr Amgueddfa.
3. Rheoli dyddiaduron, cydlynu cyfarfodydd a threfnu ymweliadau grŵp, gan gydweithio â'r staff priodol lle bo'r angen.
4. Cynorthwyo mewn cyfarfodydd, gan gynnwys paratoi agenda, cadw cofnodion yn y cyfarfod a'u dosbarthu wedi hynny.
5. Monitro'r prosesau gweinyddol, cefnogi cydweithwyr a chydweithio â nhw er mwyn gweithio'n fwy effeithlon.
6. Cynnal a diweddarau ffeiliau a ffolderi'r adran.
7. Rheoli system archebu ymweliadau grŵp, gan weithio gyda chydweithwyr i sicrhau fod y staff priodol ar gael.
8. Rheoli cyllideb gweithredi a caffael.

### **Corfforaethol**

1. Cyfrannu'n llawn at gefnogi egwyddorion ac arferion cyfle cyfartal fel yr amlinellir ym Mholisi Cydraddoldeb ac Amrywiaeth Amgueddfa Cymru.
2. Cefnogi gwaith yr adran o gydymffurfio â pholisïau Amgueddfa Cymru ar Gynaliadwyedd a'r iaith Gymraeg.
3. Cymryd gofal rhesymol o'ch iechyd a'ch diogelwch eich hun ac eraill y gallai eich gweithredoedd, neu eich diffyg gweithredu, effeithio arnynt, a chydymffurfio â'r holl ddeddfwriaeth iechyd a diogelwch fel sy'n briodol.
4. Fel rhan o'ch telerau cyflogaeth, efallai y gofynnir i chi wneud dyletswyddau eraill a/neu weithio oriau eraill fel sy'n rhesymol, yn unol â'ch gradd neu'ch lefel cyfrifoldeb cyffredinol o fewn y sefydliad.

## **Canlyniadau**

1. Caiff dyletswyddau gweinyddol eu cwblhau yn effeithiol ac effeithlon ac yn brydlon, gan gynnwys talu anfonebau, ymateb i ymholiadau, trefnu ymweliadau grŵp a digwyddiadau, gweinyddu cyfarfodydd ac ati.
2. Cefnogi'r gwaith o gyfathrebu'n effeithiol â staff yr Amgueddfa trwy rannu gwybodaeth yn rheolaidd ac yn gyson.
3. Helpu i gyflwyno rhaglen o sesiynau dysgu a chefnogi gweithgareddau a digwyddiadau mewn ysgolion i gefnogi amgueddfeydd i gyrraedd targedau ymwelwyr uwch.

# Manyleb y Person

Bydd gofyn i'r ymgeisydd llwyddiannus ddangos ei fod yn meddu ar y nodweddion canlynol (gweler y **Canllawiau Recriwtio** am gyngor ar sut i lenwi'r ffurflen gais):

| HANFODOL                                                                                                                                                                     | DYMUNOL                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| Gwybodaeth Angenrheidiol                                                                                                                                                     |                                                                                    |
| Gwybodaeth weithredol o systemau swyddfa.                                                                                                                                    |                                                                                    |
| Gwybodaeth a dealltwriaeth o brosesau ar gyfer coladu ac adrodd ar wybodaeth ystadegol                                                                                       |                                                                                    |
| Gwybodaeth am weinyddu ac adrodd cyllidebau.                                                                                                                                 |                                                                                    |
| Profiad Angenrheidiol                                                                                                                                                        |                                                                                    |
| Profiad o reoli a phrosesu gorchmynion, anfonebau a thaliadau                                                                                                                | Profiad o weithio mewn rôl weinyddol.                                              |
| Cymwysterau Academaidd / Safon Addysg                                                                                                                                        |                                                                                    |
| Wedi'i addysgu i safon TGAU neu gyfwerth                                                                                                                                     | NVQ mewn Gweinyddiaeth neu gymhwyster tebyg.                                       |
| Sgiliau Angenrheidiol                                                                                                                                                        |                                                                                    |
| Sgiliau cyfathrebu rhagorol, ar lafar ac ar bapur, a'r gallu i gyfathrebu'n effeithiol â chleientiaid mewnol, staff a rhanddeiliaid allanol yn y Gymraeg a'r Saesneg.        | Y gallu i gyfathrebu yn gymraeg yn dymunol neu yn barod i ddysgu i lefel sylfaenol |
| Sgiliau trefnu rhagorol gan gynnwys y gallu i flaenoriaethu gwaith, gweithio ar nifer o brojectau ar y tro, a gweithio gydag amserlen groestynnol a phwysau gwaith amrywiol. |                                                                                    |
| Lefel uchel o allu cyfrifiadurol a gwybodaeth o becynnau Windows a meddalwedd cronfeydd data. Gallu defnyddio'r rhyngrwyd, e-bost a'r cyfryngau cymdeithasol yn hyderus.     |                                                                                    |

# Cymwyseddau Penodol i'r Swydd

Bydd gofyn i'r ymgeisydd llwyddiannus ddangos ei fod yn meddu ar y nodweddion canlynol (gweler y **Canllawiau Recriwtio** am gyngor ar sut i lenwi'r ffurflen gais):

| Cymwyseddau Craidd                                   | Esiampl                                                                                                                                                                                                                                              |
|------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Gweithio'n bositif gydag eraill                      | Aelod gwerthfawr o dîm sy'n cyfrannu at feithrin diwylliant agored a gweithle cynhyrchiol.<br>Gallu casglu gwybodaeth mewn ffordd drefnus y gellir ei hadalw.                                                                                        |
| Croesawu dysgu, newid a chreadigrwydd                | Ymroddiad personol i ddysgu, tyfu a newid yn barhaus. Awydd i arbrofi ag arferion gwreiddiol wrth ddatblygu syniadau a gweithgareddau.                                                                                                               |
| Ymroddiad i ganolbwyntio ar gwsmeriaid               | Dangos ymroddiad gwirioneddol ac ymarferol er mwyn sicrhau canlyniadau rhagorol i gwsmeriaid.<br>Dangos ymroddiad gwirioneddol i weithio gyda cwsmeriaid a'u gwasanaethu.                                                                            |
| Cyrraedd canlyniadau effeithiol                      | Gallu i flaenoriaethu gwaith yn briodol. Dangos synnwyr blaenoriaethu da, strwythuro llwyth gwaith yn effeithiol a sicrhau canlyniadau da yn rheolaidd. Rheoli llwyth gwaith ac ymddygiad yn wyneb gofynion cystadleuol a blaenoriaethau sy'n newid. |
| Ymroddiad i amrywiaeth a chyfrifoldebau cymdeithasol | Datblygu ymwybyddiaeth gynyddol o fanteision amrywiaeth ymysg ymwelwyr a chydweithwyr.<br>Hyrwyddo ac arddel arferion sy'n lleihau effaith amgylcheddol y gwaith.<br>Hyrwyddo lechyd a Diogelwch ym mhob agwedd o waith Amgueddfa Cymru.             |

## Amodau a Thelerau Gwasanaeth

|                                                                                                                                                                                    |                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Cyflog cychwynnol</b>                                                                                                                                                           | Gradd C £18,133.37 - £22,326.58 y flwyddyn.<br><br>(Wedi'i seilio ar cyflog llawn amser o £19,169.56 - £23,602.38 y flwyddyn.<br><br>(Penodir yr ymgeisydd i'r lefel isaf ar y raddfa hon fel arfer.) |
| <b>Hyd y Contract</b>                                                                                                                                                              | Hyd at 12 mis                                                                                                                                                                                         |
| <b>Oriau'r contract</b>                                                                                                                                                            | 35 awr yr wythnos (5 diwrnod)                                                                                                                                                                         |
| <b>Cyfnod prawf</b>                                                                                                                                                                | Mae cyfnod prawf o 3 mis yn berthnasol i'r swydd hon.                                                                                                                                                 |
| <b>Gwiriad GDG</b>                                                                                                                                                                 | Nodwch y bydd yn ofynnol i ymgeiswyr llwyddiannus ddarparu Datgeliad Manwl gan y Gwasanaeth Datgelu a Gwahardd.                                                                                       |
| <b>Mae pob penodiad newydd yn ddibynnol ar dderbyn geirdaon boddhaol, adroddiad meddygol ac Archwiliad o Euogfarnau Troseddol yn ogystal â phrawf o'ch hawl i weithio yn y DU.</b> |                                                                                                                                                                                                       |

## Manteision i'n staff

|                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <b>Gwyliau blynyddol</b>                            | 27 diwrnod adeg penodi, yn codi i 32 diwrnod ar ôl 5 mlynedd o wasanaeth, ynghyd ag un diwrnod braint adeg y Nadolig ac 8 gŵyl banc (ar gyfer staff amser llawn). Defnyddir sail pro rata i gyfrifo gwyliau staff rhan amser.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>Oriau Hyblyg</b>                                 | Rydym yn gweithredu system oriau gwaith hyblyg er mwyn galluogi staff i daro cydbwysedd rhwng eu bywyd cartref a gwaith ac er mwyn helpu i reoli eu hamser mewn ffordd sydd mor effeithiol â phosibl. Mae'r cynllun yn agored i bawb heblaw staff sy'n gweithio ar sail rota. Caiff staff newydd wybod a fyddan nhw'n cymryd rhan yn y cynllun ai peidio adeg eu penodi.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Pensiwn</b>                                      | <p>Rydym yn gweithredu cynllun pensiwn Enillion Cyfartalog Gyrfa wedi'u Hailbrisio ("Cynllun pensiwn Amgueddfa Cymru"). Os ydych yn cael eich cyflogi gan yr Amgueddfa ar gytundeb parhaol neu dymor penodol o dros 2 flynedd, byddwch yn ymuno â'r Cynllun yn awtomatig fel rhan o'ch cytundeb cyflogaeth.</p> <p>Mae'n ddyletswydd statudol ar yr Amgueddfa, dan ddeddfwriaeth cofrestru awtomatig, i roi staff cymwys ar gynllun cofrestru awtomatig. Mae'r Cynllun yn un cymhwysol at ddibenion cofrestru awtomatig, ac felly gellir ei ddefnyddio i gydymffurfio â deddfwriaeth cofrestru awtomatig. Os ydych yn aelod cymwys o staff byddwch yn cael eich cofrestru'n awtomatig i'r Cynllun yn dilyn cyfnod gohirio cychwynnol o 3 mis (er y gellir gwneud cais i ymuno yn gynharach).</p> <p>Os nad ydych yn gymwys i ymuno â'r Cynllun, gallwch wneud cais i ymuno.</p> <p>Mae'r cyfraniad a dalwch fel aelod o staff yn dibynnu ar eich gradd a swm eich enillion pensiynadwy. Ar hyn o bryd mae staff Gradd A yn talu 6%, Graddau B a C yn talu 8%, a Graddau D ac uwch yn talu 9%.</p> |
| <b>Cyfnewid Cyflog</b>                              | Mae'r Amgueddfa yn gweithredu trefniant Cyfnewid Cyflog ar gyfer aelodau o'r Cynllun. Mae cymryd rhan yn wirfoddol, ac nid yw'n addas ar gyfer pob aelod o staff.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Datblygiad a Hyfforddiant</b>                    | Mae Amgueddfa Cymru wedi ymrwymo i ddarparu cyfleoedd datblygu a hyfforddi ardderchog ar gyfer pob gweithiwr cyflogedig.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Hyfforddiant Cychwynnol</b>                      | Rydym yn darparu sesiwn Hyfforddiant Cychwynnol cynhwysfawr ar gyfer pob aelod newydd o staff ar ôl eu penodi.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Arferion Gweithio sydd o Gymorth i Deuluoedd</b> | Rydym yn cynnig amrywiaeth o arferion gweithio sydd o gymorth i deuluoedd fel enghraifft absenoldeb mamolaeth/tadolaeth, absenoldeb mabwysiadu, seibiant gyrfa, absenoldeb estynedig ac amrywio oriau gwaith.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |



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| <b>Cynllun Benthyciadau Teithio</b> | Gall staff wneud cais am fenthyciad di-log i brynu tocyn bws blynyddol neu chwarterol neu docyn trên tymhorol hyd at £1,500 neu feic hyd at £300.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Cynllun Iechyd a Ffitrwydd</b>   | Mae'r Adran Adnoddau Dynol wedi sefydlu cynllun aelodaeth o glybiau ffitrwydd i staff am bris gostyngol arbennig sy'n arbed 25% ar gost aelodaeth safonol.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Cyfarpar Sgrin Arddangos</b>     | Bydd Amgueddfa Cymru yn trefnu (ar gyfer staff sydd fel arfer yn defnyddio offer sgrin arddangos (OSA) am gyfnodau parhaus neu bron yn barhaus am awr neu fwy ar y tro bob dydd) i gael cyfradd ostyngol ar sbectol yn Specsavers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Cynlluniau buddion:</b>          | <p><b>Benenden Healthcare</b><br/>Darparwyr gofal iechyd o'r radd flaenaf heb orfod talu yswiriant meddygol drud. Mae rhagor o wybodaeth ar y Fewnrwyd neu ewch i <a href="http://www.benenden.co.uk">www.benenden.co.uk</a></p> <p><b>Cymdeithas Gwasanaethau Iechyd ac Ysbytai Cymru (WHA)</b><br/>Gall WHA eich helpu gyda chostau gofal iechyd bob dydd megis costau deintyddol, optegol a ffisiotherapi. Mae rhagor o fanylion ar y wefan <a href="http://www.whahealthcare.co.uk">www.whahealthcare.co.uk</a></p> <p><b>Cynllun Undeb Credyd</b><br/>Rydym yn cynnig ffordd hawdd i weithwyr ymuno ag Undeb Credyd Caerdydd. Aelodau'r cynllun yw perchnogion a rheolwyr Undeb Credyd Caerdydd, sefydliad cynilo a benthyg gaiff ei reoli er lles ei aelodau. Mae'n lle syml a chyfleus i gynilo ac yn caniatáu benthyciadau isel eu cost. Ceir rhagor o fanylion gan yr Adran Adnoddau Dynol.</p> |
| <b>Cynllun gostyngiad i staff</b>   | Mae gan bob aelod staff hawl i ostyngiad o 20% yn siopau Amgueddfa Cymru a gostyngiad o 25% yn y caffis.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Undebau llafur</b>               | Mae gan aelodau staff yr hawl i ymaelodi ag undeb llafur cofrestredig a chymryd rhan ar unrhyw adeg briodol yng ngweithgareddau'r corff rydych chi'n rhan ohono, gan gynnwys ymgeisio am swydd a'i chyflawni. Yr undebau a gydnabyddir gan Amgueddfa Cymru yw Prospect, PCS a FDA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## **Sut i wneud cais:**

Dylai ymgeiswyr am y swydd lenwi'r ffurflen gais sydd ar gael ar dudalen Swyddi ein gwefan sef [www.amgueddfacymru.ac.uk](http://www.amgueddfacymru.ac.uk). Mae'r ffurflen yn rhoi cyfle i chi egluro sut mae eich cymwysterau, eich profiad a'ch rhinweddau personol yn eich gwneud yn ymgeisydd addas ar gyfer y swydd hon.

**Cewch gyflwyno'ch cais yn Gymraeg. Ni fydd unrhyw gais a gyflwynir yn Gymraeg yn cael ei drin yn llai ffafriol na chais a gyflwynir yn Saesneg.**

Dylech dychwelyd eich ffurflen i'r cyfeiriad ebost hwn:

[ad@amgueddfacymru.ac.uk](mailto:ad@amgueddfacymru.ac.uk)

neu ei phostio i'r:

Adran Adnoddau Dynol  
Amgueddfa Cymru  
Parc Cathays  
Caerdydd  
CF10 3NP  
Ffôn: (029) 2057 3306

**Sylwer bod rhaid i bob cais am swydd ein cyrraedd erbyn  
5pm ar y dyddiad cau.  
Ni fyddwn yn derbyn ceisiadau ar ôl hynny.**

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**Bydd angen i chi gyflwyno'r ffurflenni Archwilio Cefndir a Monitro cyn i ni brosesu eich cais.**

**Peidiwch ag anfon CV, dim ond ffurflenni cais gaiff eu hystyried.**

Yn anffodus, oherwydd y nifer o geisiadau a ddisgwylir mewn perthynas â'r swydd hon, ni fydd yn bosibl i ni ysgrifennu'n bersonol at bob ymgeisydd aflwyddiannus. Fodd bynnag, bydd cyfweliadau yn cael eu cynnal fel arfer o fewn tair wythnos i'r dyddiad cau.

Noder, bydd y gost o anfon y ffurflen gais ac unrhyw atodiadau yn ôl i'r Adran Adnoddau Dynol yn fwy na phris un stamp dosbarth cyntaf.

**Mae Amgueddfa Cymru yn gyflogwyr cyfle cyfartal. Croesewir ceisiadau o bob rhan o'r gymuned.**

## **Job Description**

### **Administrative Officer National Waterfront Museum Swansea**

## **Background**

Established by Royal Charter in 1907, Amgueddfa Cymru – National Museum Wales is one of the largest museums in the United Kingdom, and the most important cultural institution in Wales. The Museum is the custodian of internationally significant, diverse collections and a leader in education and cultural participation.

Amgueddfa Cymru is responsible for Wales' seven national museums: National Museum Cardiff; St Fagans: National History Museum; Big Pit: National Coal Museum in Blaenavon; National Wool Museum in Dre-fach, Felindre; National Roman Legion Museum in Caerleon; National Slate Museum in Llanberis, Snowdonia, and the National Waterfront Museum, Swansea. Amgueddfa Cymru also has a National Collections Centre near Cardiff.

Amgueddfa Cymru's total Grant-in Aid from the Welsh Government in 2017-18 was £21 million. It employs over 600 staff and has around 1.8 million visitors annually, an increase of 70% on pre free-entry levels. We have approximately 2 million annual visits to our website.

There are over 5 million individual items in our collections, embracing art and design, history and archaeology, and natural sciences.

Amgueddfa Cymru has a wholly owned trading subsidiary, National Museums and Galleries of Wales (NMGW) Enterprises Ltd, with co-opted Non-Executive Directors with relevant expertise. The main activities of the company are sales at all the Amgueddfa Cymru's retail outlets, catering, car parking charges, image licensing, corporate hire lettings, proceeds from the sale or loan of exhibitions and filming rights. The company remits its profits to Amgueddfa Cymru by means of Gift Aid.

Amgueddfa Cymru - National Museum Wales is funded by the Welsh Government as a Welsh Government Sponsored Body, and has a Board of Trustees whose role is to set the strategic direction of the organization, and to ensure proper management of its resources.

## **Our Vision**

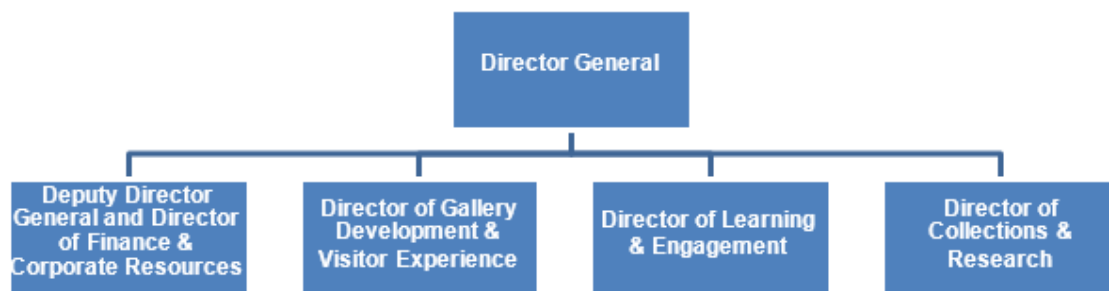
In 2015 Amgueddfa Cymru agreed a new Vision, "Inspiring people, changing lives", to guide all future activities. Our purpose is to inspire people through our museums and collections to find a sense of well-being and identity, to discover, enjoy and learn bilingually, and to understand Wales's place in the wider world.

Our work is based on the principle that culture is created by people and communities. Our collections and other resources partly come from the society of which we are part, and are continually renewed through our work with the public. Our natural sciences collections effect the biodiversity and geodiversity of Wales and make comparisons on a global scale. We are accountable for our use of these resources to the nation we serve.

We have made four commitments – Prosper, Experience, Learn, Participate - to support the implementation of the Vision. The work of every department and member of staff is directed to achieving these commitments.

### **The Senior Management Team**

Amgueddfa Cymru is led by the Senior Management Team (SMT), consisting of the Director General and four Divisional Directors. A Joint Executive Group (JEG), whose members include departmental managers as well as the SMT, approves policies and reviews significant projects and initiatives.



**Job Title: Administrative Support Officer**

**Responsible to:** Visitor Services Manager

**Main purpose of the post:** Provide administrative and operational support to the Museum Manager and help facilitate the work of the National Waterfront Museum.

**Key Tasks and Responsibilities:****Job Specific**

1. Provision of primary response to telephone, written, new media and in person enquiries relating to the activities of the National Waterfront Museum.
2. Process departmental orders through the NAV Financials System and prepare department invoices and manage the Museums petty cash system.
3. Undertake diary management duties, co-ordinating meetings and group bookings, liaising with appropriate staff as necessary.
4. Provide support for meetings, assist in preparing agenda, take notes at meetings and produce minutes.
5. Oversee and monitor administrative processes, support and liaise with colleagues at the museum to improve efficiency.
6. Maintain and update the departmental files and folders.
7. Manage the booking system of group visits, liaising with colleagues regarding availability.
8. Manage basic budget operation and procurement.

**Corporate**

1. To participate actively in supporting the principles and practice of equality of opportunity as laid down in Amgueddfa Cymru's Equality & Diversity Policy.
2. To support the department's compliance with Amgueddfa Cymru's policies on Sustainability and the Welsh language.
3. To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions and to comply with all health and safety legislation as appropriate.
4. As a term of your employment you may be required to undertake such other duties and/or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organization.

## **Outcomes**

- 1 Administrative duties are carried out efficiently and effectively, which include prompt payment of invoices, responses to enquiries, bookings of groups and events, administration for meetings etc.
- 2 Support effective communication to museum staff, through regular and consistent distribution of information
- 3 Assist in delivering a programme of learning sessions and support of school activities and events to support museum to achieve increased visitor targets.

## Person Specification

The successful applicant will need to demonstrate the following (please see the **Recruitment Guidance** for advice on how to complete the application form):

| ESSENTIAL                                                                                                                                                                            | DESIRABLE                                                                     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| <b>Knowledge Required</b>                                                                                                                                                            |                                                                               |
| Working knowledge of office systems.                                                                                                                                                 |                                                                               |
| Knowledge and understanding of processes for collating and reporting statistical information.                                                                                        |                                                                               |
| Knowledge of budget administration and reporting.                                                                                                                                    |                                                                               |
| <b>Experience Required</b>                                                                                                                                                           |                                                                               |
| Experience of managing and processing orders, invoices and payments.                                                                                                                 | Experience of working in an administrative role.                              |
| <b>Academic Qualifications / Standard of Education</b>                                                                                                                               |                                                                               |
| Educated to GCSE standard or equivalent                                                                                                                                              | NVQ in Administration or similar qualification.                               |
| <b>Skills Required</b>                                                                                                                                                               |                                                                               |
| Excellent communication skills, both written and oral, with the ability to communicate effectively with internal clients, staff and external stakeholders in both English and Welsh. | Ability to speak welsh is desirable or a willingness to learn to entry level. |
| Excellent organisational skills including the ability to prioritise workloads, multi-task and work with competing deadlines and diverse workloads.                                   |                                                                               |
| A high degree of computer literacy with knowledge of Windows based and database applications. A confident user of internet, email and social media.                                  |                                                                               |

## Competencies Specific to this Post

The successful applicant will need to demonstrate the following (please see the **Recruitment Guidance** for advice on how to complete the application form):

| Core Competency                                            | Example Behaviour                                                                                                                                                                                                                                                |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Working positively with others</b>                      | A valued member of the team who contributes to creating an open culture and productive working environment.<br>Accumulates knowledge and information in an organized, retrievable way.                                                                           |
| <b>Embracing learning, change and creativity</b>           | Demonstrates a personal commitment to continuous learning, growth and change. A desire to explore innovative practice when developing ideas and activities.                                                                                                      |
| <b>Commitment to customer focus</b>                        | Demonstrates a genuine and practical commitment to deliver excellent results for customers.<br>Demonstrates a genuine desire to work with and serves their customers.                                                                                            |
| <b>Delivery of effective outcomes</b>                      | Is able to prioritise appropriately.<br>Demonstrates a good sense of priorities structures their workload effectively and delivers consistently good results. Manages own workload and own behaviours in a context of competing demands and changing priorities. |
| <b>Commitment to diversity and social responsibilities</b> | Develops a growing awareness of the benefits of diversity among visitors and colleagues.<br>Encourages and adopts practice that reduces the environmental impact of activities.<br>Champions Health & Safety across Amgueddfa Cymru's entire work.               |



## Terms and conditions of service

|                                                                                                                                                                                          |                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Starting salary</b>                                                                                                                                                                   | <p>Grade C £18,133.37 - £22,326.58 per annum.</p> <p>(Based on a full time equivalent salary of £19,169.56 - £23,602.38 per annum.)</p> <p>Appointment will normally be to the minimum of the salary scale for this grade.</p> |
| <b>Contract length</b>                                                                                                                                                                   | Up to 12 Months                                                                                                                                                                                                                |
| <b>Contract hours</b>                                                                                                                                                                    | 35 hours a week (5 days)                                                                                                                                                                                                       |
| <b>Probation</b>                                                                                                                                                                         | The post is subject to a probationary period of 3 months.                                                                                                                                                                      |
| <b>DBS Check</b>                                                                                                                                                                         | Applicants for this post should note that successful candidates will be required to provide an Enhanced Disclosure from the Disclosure & Barring Service.                                                                      |
| <b>All new appointments are subject to the receipt of satisfactory references, medical report and criminal conviction vetting clearance plus proof of eligibility to work in the UK.</b> |                                                                                                                                                                                                                                |

## Benefits in working for Amgueddfa Cymru

|                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Annual leave</b>                      | 27 days on appointment, rising to 32 days after 5 years service, plus a privilege day at Christmas and 8 bank holidays (for full time staff). The days are pro-rated for staff who work part-time.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Flexitime</b>                         | In order to enable staff to meet their work life balance requirements and help manage their time as effectively as possible, we operate a flexitime system. The scheme is open to all staff except for those who work on a rota basis. New staff will be informed on appointment of their eligibility for the scheme.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| <b>Pension</b>                           | <p>We operate a Career Average Revalued Earnings occupational pension scheme (the "National Museum of Wales Pension Scheme"). If you are employed by the Museum under a permanent or fixed term contract of 2 years or more, you will automatically join the Scheme as part of your employment contract .</p> <p>The Museum also has a statutory duty under auto-enrolment legislation to enroll eligible jobholders into an automatic enrolment scheme. The Scheme is a qualifying scheme for automatic enrolment purposes, and therefore can be used to comply with automatic enrolment legislation. If you are an eligible job holder you will be automatically enrolled into the Scheme following an initial 3 month postponement period (although a request may be made to join earlier).</p> <p>If you are not eligible to join the Scheme, you may also make a request to do so.</p> <p>The employee contribution paid depends on your grade and the amount of your pensionable earnings. Currently staff categorised as Grade A pay 6%, Grades B and C pay 8%, and Grade D and above pay 9%.</p> |
| <b>Salary Exchange</b>                   | The Museum operates a Salary Exchange Scheme for members of the Scheme. Participation is voluntary and is not suitable for all employees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Training &amp; development</b>        | We are committed to providing excellent training and development opportunities for all employees.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Induction training</b>                | We provide a comprehensive Induction Training session for all new members of staff on appointment.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| <b>Family friendly working practices</b> | We offer a range of family friendly working practices such as maternity/paternity leave, adoption leave, career breaks, extended leave and variable working.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

|                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Travel Loan Scheme</b>       | Staff may apply for an interest free travel loan to purchase an annual or quarterly bus or rail season ticket up to the value of £1,500 or a bicycle up to the value of £300.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Display Screen Equipment</b> | Amgueddfa Cymru will arrange (for employees who normally use display screen equipment (DSE) for continuous or near-continuous spells of an hour or more at a time on a daily basis) to have discounted rate on spectacles at Specsavers.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>Benefit schemes:</b>         | <p><b>Benenden Healthcare:</b> Providers of first class healthcare without expensive medical insurance. Further information can be found on the Museum Intranet or at <a href="http://www.benenden.co.uk">www.benenden.co.uk</a></p> <p><b>WHA (Welsh Hospitals &amp; Health Services Association):</b> WHA can help you with everyday health care costs such as dental, optical and physiotherapy. Further details can be found on their website <a href="http://www.whahealthcare.co.uk">www.whahealthcare.co.uk</a></p> <p><b>Credit Union Scheme:</b> We offer employees an easy way of becoming a member of the Cardiff Credit Union. The Cardiff Credit Union is a savings and loans organization, owned and run by its members for the benefit of its members. It offers a simple and convenient place to save and gives access to low cost loans. Further details can be obtained from the HR Department.</p> |
| <b>Staff discount scheme</b>    | All staff are entitled to 20% discount in Amgueddfa Cymru's shops and 25% discount in the cafes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Trade unions</b>             | Staff members have the right to belong to a registered trade union and to take part at any appropriate time in the activities of the organization to which you belong, including the right to apply for and hold office. The Unions we recognise are Prospect, PCS and FDA.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## **How to apply:**

Applicants for the post should complete our on-line application form which can be found on the Jobs page on our website at [www.museumwales.ac.uk](http://www.museumwales.ac.uk). The form provides the opportunity to explain how your qualifications, experience and personal qualities make you a suitable candidate for the position.

**Applications can be submitted in Welsh. Applications that are submitted in Welsh will be treated no less favourably than those submitted in English.**

Completed forms should be returned by e-mail to:

[hr@museumwales.ac.uk](mailto:hr@museumwales.ac.uk)

or posted to:

the Human Resources Department  
Amgueddfa Cymru - National Museum Wales  
Cathays Park  
Cardiff  
CF10 3NP  
Telephone: (029) 2057 3306

**Please note that all vacancies close at 5pm on the closing date. No applications will be accepted after this time.**

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**We will need you to submit the Vetting and Equality Monitoring Forms before we can process your application.**

**Please do not send us your CV – we will only consider completed application forms.**

Unfortunately, due to the number of applications we expect in respect of this post, it will not be possible to write personally to each unsuccessful applicant. However, interviews are normally arranged within three weeks of the closing date.

Please be aware that the cost of returning the completed application form and any attachments to the HR Department will be more than the price of a single first class stamp.

**Amgueddfa Cymru — National Museum Wales is an equal opportunities employer. Applications are welcome from all sections of the community.**