

# Swydd Ddisgrifiad

Prifysgol Wreccsam  
Wrexham University



<b>Cyfadran/Adran</b>	Bywyd Myfyrwyr a Champws
<b>Adran</b>	Gwasanaethau Cynhwysiant
<b>Teitl y Swydd</b>	Uwch Gyngorydd Myfyrwyr (Cynhwysiant)
<b>Yn atebol i</b>	Rheolwr Cymorth Gweithredol Gwasanaethau Cynhwysiant

## Prif Atebolrwydd

Bydd yr Uwch Gyngorydd Myfyrwyr (Cynhwysiant) yn darparu gwasanaeth cynghori, cefnogi ac atgyfeirio ymatebol i holl fyfyrwyr y Brifysgol ar ystod o wasanaethau cynhwysiant ac anabledd, gan sicrhau cyfraddau cadw myfyrwyr uchel, ehangu cyfranogiad, cyflawniad academaidd, cyfranogiad academaidd a dilyniant.

Bydd y gwaith yn cynnwys gweithio'n rhagweithiol gyda'r Uwch Weinyddwr i ddatblygu a gwella systemau a phrosesau er mwyn darparu gwasanaeth o ansawdd uchel i wella profiad myfyrwyr.

Bydd deiliad y swydd hefyd yn gweithio ar y cyd ag Uwch Dimau Cynhwysiant ar gyswllt allanol, gan adeiladu rhwydweithiau gyda'r llywodraeth, asiantaethau statudol a gwirfoddol yn ogystal â sefydliadau proffesiynol.

## Tasgau Allweddol

1. Rheoli llwyth achosion o fyfyrwyr sydd angen cyngor ac arweiniad cychwynnol ar faterion cynhwysiant ac anabledd, yn cynnwys gofynion ceisiadau allanol ar gyfer Lwfans Myfyrwyr Anabl, er mwyn dewis y mecanweithiau cymorth priodol, a chadw nodiadau achos cywir a manwl ar gyswllt a chefnogaeth.
2. Cydlynu a chyfrannu at ddatblygu, gweithredu, monitro a gwerthuso gwasanaeth cynghori o ansawdd uchel i ddarparu fyfyrwyr, myfyrwyr cyfredol a staff. Rhoi cyngor rheng flaen ac asesu anghenion myfyrwyr a darparu fyfyrwyr ar ystod o wasanaethau cynhwysiant ac anabledd, gan wneud atgyfeiriadau addas ac amserol fel y gallant ymgysylltu'n llwyddiannus â'u hastudiaethau a phrofiad ehangach myfyrwyr.
3. Ar y cyd ag Aseswyr Anghenion, Tiwtoriaid Sgiliau Astudio Un i Un Arbenigol a Gweithwyr Cymorth Anfeddygol, cefnogi'r gwaith o ddyrannu a threfnu apwyntiadau

myfyrwyr, sesiynau galw heibio a gweithdai, gan sicrhau bod lefel gwasanaeth briodol yn cael ei chynnal bob amser.

4. Adnabod achosion cymhleth o bryderon ynghylch llesiant myfyriwr, a gweithredu a/neu atgyfeirio fel sy'n briodol.
5. Bod yn brif bwynt cyswllt ar gyfer cyngor ac arweiniad Cynhwysiant ac Anabledd arbenigol ar gyfer ystod o ddefnyddwyr mewnol. Rhoi cyngor a hyfforddiant i gydweithwyr ynghylch sut i gyfeirio a chefnogi myfyrwyr fel y gallant wella a datblygu eu rôl fugeiliol gyda myfyrwyr.
6. Darparu goruchwyliaeth o ddydd i ddydd i'r Gweithwyr Cymorth Anfeddygol i gyflawni tasgau gofynnol y gwasanaeth cymorth er mwyn cyflawni dangosyddion perfformiad allweddol hanfodol. Yn gyfrifol am ddyrannu gweithwyr cymorth NMH i fyfyrwyr, gan ystyried anghenion myfyrwyr unigol.
7. Ar y cyd â'r Uwch Ymgynghorydd, gweithredu fel unigolyn cyswllt i ddefnyddwyr y Gwasanaethau Cynhwysiant gan sicrhau bod defnyddwyr gwasanaeth yn cael apwyntiadau ar gyfer asesiadau a chymorth yn brydlon. Cynorthwyo gyda neilltuo amserlenni ar gyfer aseswyr, tiwtoriaid/mentoriaid arbenigol a gweithwyr cymorth NMH, gan sicrhau bod pecynnau gwybodaeth ac adroddiadau yn cael eu hanfon yn brydlon a manwl gywir yn unol â gweithdrefnau.
8. Paratoi a chyflwyno cyflwyniadau mewn diwrnodau agored, seminarau i fyfyrwyr, ac i ddigwyddiadau allanol a mewnol eraill lle bo angen a darparu hyfforddiant/gwybodaeth ar bob agwedd ar gynhwysiant myfyrwyr i staff ledled y Brifysgol.
9. Cynnal cynnwys cyhoeddedig sy'n ymwneud â gweithgareddau'r Gwasanaethau Cynhwysiant, e.e. y wefan, cyfryngau cymdeithasol, Moodle a sianelau cyfathrebu mewnol eraill.
10. Monitro defnydd o wasanaeth cymorth anfeddygol, gan werthuso, monitro a dadansoddi unrhyw adborth gan fyfyrwyr. Adrodd ar a darparu dadansoddiad ar ddarpariaeth gwasanaeth i Reolwr Cymorth Gweithredol y Gwasanaethau Cynhwysiant.
11. Bod ynghlwm â'r diweddaraf o ran datblygiadau cenedlaethol ym maes Lwfans Myfyrwyr Anabl o ran Cynhwysiant myfyrwyr a mynd i gyfarfodydd, seminarau, gweithdai a chynadleddau mewnol ac allanol sy'n ymwneud â chyllid myfyrwyr. Cynnal cysylltiadau a gweithio mewn cydweithrediad ag asiantaethau lleol a chenedlaethol a grwpiau cymunedol sy'n ymwneud â meysydd perthnasol o gyngor proffesiynol.
12. Ymgymryd â hyfforddiant rheolaidd a datblygiad proffesiynol parhaus er mwyn cael y wybodaeth ddiweddaraf am newidiadau, datblygiadau ac arfer gorau ym maes Cynhwysiant myfyrwyr.
13. Cydweithio â staff eraill yn y Gyfarwyddiaeth Bywyd Myfyrwyr a Champws i sicrhau safonau gwasanaeth uchel i fyfyrwyr ac i ymgysylltu â datblygiadau gwasanaeth a mentrau gwella.

## Nodweddion Arbennig

Efallai y bydd angen cefnogaeth gyda'r nos, ar benwythnosau neu y tu allan i oriau swyddfa o bryd i'w gilydd i gefnogi Diwrnodau Agored. Felly mae angen agwedd hyblyg at oriau gwaith.

## Dyletswyddau Cyffredinol

Ymddwyn mewn modd proffesiynol bob amser a chynnal cyfrinachedd gwybodaeth.

Cynnal ymwybyddiaeth briodol o bolisiâu a gweithdrefnau'r Brifysgol a gweithio'n effeithiol oddi fewn iddynt, gan gymryd rhan mewn prosesau priodol h.y. Adolygiad Datblygu Perfformiad, datblygiad proffesiynol parhaus.

Ymddwyn mewn modd sy'n cefnogi Polisi Iechyd, Diogelwch a'r Amgylchedd y Brifysgol drwy weithio'n ddiogel a dilyn y gweithdrefnau a'r codau ymarfer sydd wedi'u creu i'ch diogelu chi ac eraill.

Glynu at bolisi Cydraddoldeb ac Amrywiaeth y Brifysgol i staff a myfyrwyr a gweithredu yn unol â Deddf Gydraddoldeb 2010.

Parodrwydd i gymryd cyfrifoldeb yn ôl yr angen.

Cyflawni dyletswyddau eraill yn achlysurol, nad ydynt yn cael eu cynnwys uchod ond a fydd yn gyson â'r swydd a'r radd.

## Adolygu

Mae hwn yn ddisgrifiad o'r swydd ar adeg ei chyhoeddi. Arfer y Brifysgol o bryd i'w gilydd yw adolygu a diweddarau swydd ddisgrifiadau er mwyn sicrhau eu bod yn adlewyrchu natur gyfredol y swydd a gofynion y Brifysgol yn gywir ac i ymgorffori unrhyw newidiadau rhesymol lle bo'r angen, mewn ymgynghoriad gyda deiliad y swydd.

## Teitl y Swydd: Uwch Gyngorydd Myfyrwyr - Cynhwysiant

Er mwyn cael eich rhoi ar y rhestr fer, rhaid i chi arddangos eich bod yn bodloni'r holl feini prawf hanfodol a chymaint o'r meini prawf dymunol ag sy'n bosibl. Pan fydd gennym nifer fawr o geisiadau sy'n bodloni'r holl feini prawf hanfodol, byddwn yna'n defnyddio'r meini prawf dymunol er mwyn llunio rhestr fer.

### Meini Prawf Dethol

Prïodoeddau	Eitem	Meini Prawf Perthnasol	Dull Adnabod	Pwysigrwydd	
1	Sgiliau a Gallu	1.1	Sgiliau cyfathrebu ar lafar ac ysgrifenedig rhagorol, yn ogystal â sgiliau cyflwyno a rhyngpersonol da.	Ff, C	H
		1.2	Y gallu i gynllunio ymlaen llaw, datrys problemau ac i weithio ar eich liwt eich hun gydag agwedd gadarnhaol.	Ff, C	H
		1.3	Gweithio'n dda mewn tîm gydag agwedd hyblyg at eich gwaith a'ch oriau gwaith.	Ff, C	H
		1.4	Y gallu i ddehongli ac egluro prosesau/gwybodaeth gymhleth i eraill.	Ff, C	H
		1.5	Sgiliau TG gwyb, gan gynnwys Word, Excel, PowerPoint ac Outlook.	Ff, C	H
		1.6	Sgiliau trefnu rhagorol gyda'r gallu i flaenoriaethu a bodloni terfynau amser gan sicrhau cywirdeb a sylw i fanylion.	Ff, C	H
		1.7	Meddu ar agwedd frwd a hyblyg, a'r gallu i weithio fel rhan o dîm mewn amgylchedd prysur a dwys.	Ff, C	H
		1.8	Sgiliau trefnu a chadw cofnodion cryf.	Ff, C	H
		1.9	Y gallu i weithio ar y cyd gyda chydweithwyr a sefydlu perthnasoedd gweithio effeithiol.	Ff, C	H
		1.10	Dealltwriaeth amlwg o gyfrinachedd, deddfwriaeth diogelu data a chydaddoldeb/amrywiaeth.	Ff, C	H
		1.11	Gallu siarad Cymraeg.	C	D

2	Gwybodaeth Gyffredinol ac Arbenigol	2.1	Meddu ar wybodaeth gyfredol dda o wasanaethau cymorth myfyrwyr; yn enwedig yn y sector neu gyd-destun AU.	Ff, C	D
		2.2	Bod yn gyfarwydd â phrosesau sydd ynghlwm â Lwfansau Myfyrwyr Anabl, gan gynnwys y broses ymgeisio i fyfyrwyr, gweithdrefnau ariannol a gofynion archwilio allanol.	Ff, C	D
3	Addysg a Hyfforddiant	3.1	Addysg i lefel gradd israddedig neu uwch/neu brofiad gwaith profedig fel cynghorydd arbenigol.	Ff, T	H
		3.2	Tystiolaeth o hyfforddiant a datblygiad proffesiynol parhaus.	Ff, T	H
4	Profiad Perthnasol	4.1	Profiad o gynnig gwasanaeth cwsmer rhagorol gydag agwedd ragweithiol, gadarnhaol sy'n canolbwyntio ar y cleient.	Ff, C	H
		4.2	Profiad o greu, datblygu a chynnal systemau swyddfa a gweithio o fewn fframweithiau gwasanaeth.	Ff, C	H
		4.3	Profiad amlwg o gefnogi pobl a rheoli sefyllfaoedd o argyfwng yn hyderus, gan aros yn ddigynnwrf o dan bwysau.	Ff, C	H
		4.4	Profiad o reoli ymholiadau a llwyth achosion annibynnol.	Ff, C	H
		4.5	Profiad o gysylltu â chyrrff allanol a gweithio o fewn ffiniau proffesiynol priodol gyda dealltwriaeth gadarn o faterion cyfrinachedd.	Ff, C	H
		4.6	Profiad o ddefnyddio technolegau newydd.	Ff, C	D
		4.7	Profiad o oruchwylio staff yn cynnwys monitro llwyth gwaith a rhoi trefn ar dasgau.	Ff, C	D
		4.8	Profiad blaenorol o weithio o fewn gwasanaeth Cynhwysiant/Anableded mewn amgylchedd sy'n ymwneud â myfyrwyr.	Ff, C	D
5	Gofynion Arbennig	5.1	Y gallu profedig i weithio a chyfathrebu'n effeithiol o fewn tîm amlddisgyblaethol a'r brifysgol yn ehangach.	Ff, C	H
		5.2	Y gallu a'r parodrwydd i ddysgu systemau a sgiliau newydd a lledaenu'r wybodaeth pan mae'n briodol.	Ff, C	H

		5.3	Ymddygiad proffesiynol a chwrtais bob amser.	C	H
<b>Dyddiad Adolygu</b>					

<b>Allwedd</b>	<b>Dull Adnabod</b>	<b>Ff</b>	Ffurflen Gais
		<b>C</b>	Cyfweliad
		<b>P</b>	Prawf
		<b>C</b>	Copi o Dystysgrifau
		<b>Rh</b>	Rhoi Cyflwyniad
		<b>G</b>	Asesiad Grŵp
	<b>Pwysigrwydd</b>	<b>H</b>	Hanfodol
		<b>D</b>	Dymunol



# Job Description

Prifysgol Wreccsam  
Wrexham University



<b>Faculty/Department</b>	Student and Campus Life
<b>Section</b>	Inclusion Services
<b>Job Title</b>	Senior Student Advisor (Inclusion)
<b>Reports To</b>	Inclusion Services Operational Support Manager

## Principal Accountabilities

The Senior Student Advisor (Inclusion) will provide a responsive advice, support and referral service to all University students on a range of inclusion and disability services thus ensuring student retention, widening participation, academic achievement, academic participation and progression.

The work will involve working pro-actively with the Senior Administrator to develop and improve systems and processes in order to deliver a high quality service to enhance the student experience.

The post holder will also work in conjunction with the Senior Inclusion Team on external liaison, building networks with government, statutory and voluntary agencies as well as professional organisations.

## Key Tasks

1. Manage a caseload of students who require initial advice and guidance on inclusion and disability issues, including external application requirements for Disabled Students' Allowances, in order to determine appropriate support mechanisms and keep accurate and detailed case notes on contact and support.
2. To coordinate and contribute to the development, implementation, monitoring and evaluation of a high quality advice service to student applicants, current students and staff. Provide front line advice and assess the needs of students and prospective students on a range of inclusion and disability services, making suitable and timely referrals so they can engage successfully with their studies and the broader student experience.

3. In conjunction with Needs Assessors, Specialist One to One Study Skills Tutors and Non-Medical Support Workers (NMH), support the allocation and organisation of student appointments, drop in sessions and workshops, ensuring an appropriate service level is maintained at all times.
4. Identify cases of complex student wellbeing concerns and escalate and/or signpost as appropriate.
5. Be the lead point of contact for specialist Inclusion and Disability advice and guidance for a range of internal users. Provide advice and training to colleagues on how to signpost and support students so they can improve and develop their pastoral role with students.
6. To provide day to day supervision of the Non-Medical Support Workers (NMH) to carry out the required tasks of the support service in order to achieve critical key performance indicators. Responsible for the allocation of NMH support workers to students, taking into consideration individual student needs.
7. In conjunction with the Senior Administrator act as a contact for service users of the Inclusion Services ensuring that service users receive timely appointments for assessments and support. Support the allocation of schedules for assessors, specialist tutors/mentors and NMH support workers, ensuring information packs and reports are sent out in a timely and accurate manner in line with procedures.
8. To prepare and deliver presentations at open days, student seminars, and to other external and internal events where required and provide training/information on all aspects of student inclusion to staff across the University.
9. Maintain published content relating to Inclusion Services activity e.g. website, social media, Moodle and other internal communication channels.
10. To monitor non-medical support service usage, undertaking evaluation and monitoring and analysing any student feedback. Report and provide analysis on service provision to the Inclusion Services Operational Support Manager.
11. To keep abreast of national developments around Disabled Students' Allowances and in the area of student Inclusion and attend internal and external meetings, seminars, workshops and conferences relating to student funding. Maintain links and work in cooperation with local and national agencies and community groups involved in relevant areas of professional advice.
12. Undertake regular training and continuing professional development in order to keep knowledge up to date regarding changes, developments and best practice in the field of student Inclusion.
13. To collaborate with other staff within the Student and Campus Life Directorate to ensure high service standards to students and to engage with service developments and improvement initiatives.



## Special Features

Evenings, weekend or out of hours support may be required from time to time to support Open Days. Flexible approach to working hours is therefore required.

## General Duties

To act in a professional manner at all times and maintain confidentiality of information.

Maintain appropriate awareness of and work effectively within the University's policies and procedures, participating in appropriate processes, i.e. Performance Development review, continuing professional development.

Act in support of the University's Health, Safety and Environment policy by working safely and following the procedures and codes of practice derived to protect you and others.

Adhere to the University's Equality and Diversity policy for staff and students and operate in accordance with the Equality Act 2010.

Willingness to take responsibility where necessary.

Perform other duties occasionally which are not included above but will be consistent with the role and grade.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the job holder.

# Person Specification

## Job Title: Senior Student Advisor - Inclusion

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.

### Selection Criteria

Attributes		Item	Relevant Criteria	Identification Method	Rank
1	Skills & Abilities	1.1	Excellent communications skills, both verbal and written as well as good interpersonal and presentation skills.	A, I	E
		1.2	Ability to plan ahead, problem-solve and to work on own initiative with a 'can-do' attitude.	A, I	E
		1.3	Team player with flexible approach to work and working hours.	A, I	E
		1.4	Ability to interpret and explain complex processes/information to others.	A, I	E
		1.5	Excellent I.T. skills, including Word, Excel, PowerPoint and Outlook.	A, I	E
		1.6	Excellent organisational skills and the ability to prioritise and meet deadlines ensuring accuracy and attention to detail.	A, I	E
		1.7	Have an enthusiastic, flexible, adaptable approach and the ability to work as part of a team in a busy and demanding environment.	A, I	E
		1.8	Strong organisational and record-keeping skills.	A, I	E
		1.9	Able to work collaboratively with colleagues and to establish effective working relationships.	A, I	E
		1.10	Demonstrable understanding of confidentiality, data protection and equality/diversity legislation.	A, I	E
		1.11	Welsh Speaking.	I	D

2	General & Specialist Knowledge	2.1	To have a good working knowledge of student support services; particularly within a HE sector or context.	A, I	D
		2.2	To be familiar with DSA (Disabled Students Allowances) related processes including the student application process, financial procedures and external audit requirements.	A, I	D
3	Education & Training	3.1	Educated to undergraduate degree level or higher/or proven work experience as a specialist advisor.	A, C	E
		3.2	Evidence of training and continuous professional development.	A, C	E
4	Relevant Experience	4.1	Experience providing excellent customer service with a proactive and positive, client-centred approach.	A, I	E
		4.2	Experience of creating, developing and maintaining office systems and working within service frameworks.	A, I	E
		4.3	Demonstrable experience of supporting people and managing crisis situations with confidence, staying calm under pressure.	A, I	E
		4.4	Experience of managing enquiries and an independent caseload.	A, I	E
		4.5	Experience of liaising with external bodies and working within appropriate professional boundaries with a firm understanding of confidentiality issues.	A, I	E
		4.6	Experience of using new technologies.	A, I	D
		4.7	Experience of supervising staff including monitoring workload and scheduling tasks.	A, I	D
		4.8	Previous experience of working within an Inclusion/Disability service in a student-facing setting.	A, I	D
5	Special Requirements	5.1	Proven ability to work and communicate effectively within a multi-disciplinary team.	A, I	E
		5.2	Ability and willingness to learn new systems and skills and disseminate where appropriate.	A, I	E
		5.3	Professional and polite manner at all times.	I	E
<b>Date of Revision</b>					

<b>Key</b>	<b>Identification Method</b>	<b>A</b>	Application Form
		<b>I</b>	Interview
		<b>T</b>	Test
		<b>C</b>	Copy of Certificates
		<b>P</b>	Presentation
		<b>G</b>	Group Assessment
	<b>Rank</b>	<b>E</b>	Essential
		<b>D</b>	Desirable

Our Values. Excellence. Inclusion. Collaboration. Transformation. Sustainability.

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