



DISGRIFIAD SWYDD

TEITL SWYDD	Swyddog Hyfforddiant Caffi
ADRODD I	Arweinydd Caffi
LLEOLIAD	Caernarfon
ORIAU	37 awr yr wythnos
CYFLOG	B3 £25,781.60 - £27,089.92 (pro rata)
CYTUNDEB	Parhaol

PWRPAS Y SWYDD

Cynorthwyo Arweinydd y Caffi i sefydlu a rheoli busnes Caffi GISDA - er mwyn creu cyfleon newydd i bobl ifanc, darparu gwasanaeth hygyrch a rhesymol i bobl leol ac ymwelwyr yn lleol. Prif ffocws y swydd fydd creu perthynas a rheoli'r bobl ifanc (buddiolwyr Gisda) er mwyn cynnig cyfleon hyfforddiant a profiadau gwaith i bobl ifanc bregus lleol. Bydd y Swyddog yn gweithio'n agos efo'r Banc (hwb bobl ifanc), prosiect Ffiws, rheolwyr a thimau cefnogi Gisda er mwyn datblygu ac hyfforddi bobl ifanc i ddysgu sgiliau newydd a'u galluogi i symud ymlaen i gyflogaeth.

Lleolir y swydd yn bennaf yn y Caffi ond bydd cysylltiad agos efo'r Banc (a hybiau bobl ifanc) ac adrannau eraill o Gisda.

- Cefnogi'r Arweinydd i redeg y caffi yn llwyddiannus a'i staffio'n effeithiol o ddydd i ddydd drwy gydweithio gyda Arweinydd y Banc/Hybiau.
- Trefnu a chefnogi pobl ifanc a gwirfoddolwyr i ennill sgiliau ac i gyfrannu i waith y Caffi a datblygu llwybr i waith trwy wirfoddoli, profiadau gwaith, lleoliadau gwaith o fewn Caffi Gisda ac mewn caffis eraill yn y Dre.
- Cefnogi'r Arweinydd i ddatblygu'r Caffi yn gyrchfan groesawgar gyda staffio digonol, croeso cynnes, gofal cwsmer ardderchog er mwyn sicrhau fod y busnes yn gynaliadwy a hunangynhaliol.
- Cynorthwyo'r Arweinydd a chydweithio i hyfforddi gweithlu cyflogedig a gwirfoddol i weini, coginio, gweithio'n y gegin a rhedeg gwasanaeth y Caffi yn llyfn .

CYFRIFOLDEBAU ALLWEDDOL

- Gweithio efo'r Arweinydd Caffi i redeg y Caffi, gyda strwythur staffio addas a rota staff a gwirfoddolwyr pwrpasol.
- Cydweithio efo'r Arweinydd i ddarparu bwydlen, a rheoli tim i goginio prydau bwyd, gweini diodydd, a chreu bwydlen gwerthu allan.
- Arwain ar y broses i sicrhau bod pobl ifanc a gwirfoddolwyr yn cael cyfleoedd gwirfoddoli, hyfforddi a chydweithio ystyrlon yn y Caffi.

- Cydweithio gyda Arweinydd y Banc (Hwb) i sicrhau bod barn y bobl ifanc yn cael ei glywed a'i adlewyrchu trwy'r gwasanaethau.
- Cefnogi'r Arweinydd Caffi i sicrhau gwasanaeth cwsmer ardderchog, ac hyrwyddo a marchnata'r Caffi.
- Cynorthwyo i gadw trefn ar yr offer, storfeydd, biniau, ailgylchu, stoc y Caffi.
- Gweithio oriau anghymdeithasol yn cynnwys nosweithiau a phenwythnosau yn unol ag agnhenion y Caffi.
- Cynorthwyo'r Arweinydd Caffi i redeg y busnes ac ymchwilio i ffrydiau incwm ychwanegol posib yn cynnwys y Siop a Ffiws
- Ar y cyd a'r Arweinydd sicrhau bod y Caffi a'r gweithlu yn cydymffurfio a phob deddfwriaeth a safonau hylendid.

➤ Bydd angen i ddeilydd y swydd ymgymryd a dyletswyddau dydd i ddydd o redeg caffi hefyd sef :

- Cynllunio a cynorthwyo efo paratoi prydau i'r caffi .
- Trefnu, cadw a dosbarthu cynhwysion a chofnod stoc. Cadw trefn ar offer, storfeydd, gwastraff a biniau.
- Glanhau'r offer paratoi bwyd, llawr ac unrhyw offer cegin neu ardal, a 'deep clean' rheolaid
- Annog a chefnogi pobl ifanc a gwirfoddolwyr i gymryd rhan mewn mentrau cymdeithasol eraill Gisda.
- Arwain wrth gymryd archebion ac ymateb i unrhyw ymholiadau neu gwynion.
- Bod yn flaengar gan feddwl am ffurf newydd o ddenu incwm a chynorthwyo i drefnu'r rhain e.e. gwerthu cynnyrch ein hunain.
- Cydweithio gyda'r cynllun Coffi Cyfaill a chynllun Aelodaeth yr Hwb .
- Cynorthwyo gyda goruchwyllo staff a gwirfoddolwyr, a rota staff wythnosol gan gynnwys gwyliau
- Mynychu cyfarfodydd perthnasol

CYFRIFOLDEBAU CYFFREDINOL

- Hyrwyddo agwedd gyfeillgar, gynhwysol, anwahaniaethol ym mhob agwedd o'r gwaith tuag at ddefnyddwyr gwasanaeth, cyd-weithwyr, gwirfoddolwyr, aelodau o'r Pwyllgor Rheoli ac aelodau o'r cyhoedd / asiantaethau eraill.
- Hyrwyddo gwerthoedd a diwylliant mewnol y cwmni, yr iaith Gymraeg a diwylliant lleol.
- Hyrwyddo nod ac amcanion y cwmni.
- Ymlynu at holl bolisïau a gweithdrefnau cyfredol y Cwmni.
- Cadw holl wybodaeth sy'n berthnasol i'r Cwmni, y staff a defnyddwyr gwasanaeth y Cwmni yn gyfrinachol.
- Cyfrannu at ymdrechion codi arian y cwmni.
- Cydymffurfio ag ymarfer Cyngor Gofal Cymru tra'n gweithredu unrhyw ddyletswyddau/cyfrifoldebau.
- Gweinyddu dyletswydd gofal dros bob un o ddefnyddwyr gwasanaeth y Cwmni.
- Ymgymryd ag unrhyw dasgau rhesymol yn ôl yr angen.
- FFIWS – Cydweithio gyda'r staff perthnasol i hyrwyddo'r prosiect a'r gwasanaeth
- SIOP – Cynorthwyo i sefydlu'r elfen siop o fewn y Caffi i werthu cynnyrch lleol, o Gymru a chynnyrch Gisda

Tynnir eich sylw at y ffaith ei bod hi'n anodd iawn, mewn rhai achosion, i ddiffinio'n fanwl beth yw'r dyletswyddau a'r cyfrifoldebau penodol ac mae'n bosib y byddant yn amrywio o bryd i'w gilydd. Er hynny, ni fydd newid yn nodweddion cyffredinol y dyletswyddau neu lefel y cyfrifoldebau.

Disgwylir i bob aelod o staff dderbyn elfennau o hyblygrwydd yn eu dyletswyddau a'u cyfrifoldebau; pan fo raid iddynt newid y tu fewn i'r gyfundrefn er mwyn cwrdd â gofynion ac anghenion y gwasiaeth.

MANYLDEB PERSON			
MEINC NODAU	HANFODOL	DYMUNOL	ASESU
Addysg a Phrofiad	Cymhwyster Hylendid Bwyd Lefel 2	Cymhwyster Hylendid Bwyd Lefel 3	Ffurflen Gais a Thystysgrifau
	Gallu i weithio gyda phobl ifanc gydag anghenion cefnogaeth gymhleth.	Gwerthu, Marchnata a hyrwyddo	Ffurflen Gais a Thystysgrifau
	Medrus mewn pob agwedd o wneud coffi – gweithio'r peiriant, stemio llefrith ayyb.	Profiad o weithio efo plant a phobl ifanc	Ffurflen Gais a Thystysgrifau
	Profiad Arlwygo	Gallu i adnabod risg ac i gymryd y camau priodol	Ffurflen Gais a Thystysgrifau
		Sgiliau gwaith tîm	Ffurflen Gais a Thystysgrifau
		Profiad o rwydweithio / gweithio mewn partneriaeth	Ffurflen Gais a Thystysgrifau
Sgiliau Perthnasol i'r Swydd	Sgiliau gofal cwsmer a rhyngbersonol da		Ffurflen Gais a Thystysgrifau
	Gallu i weithio yn annibynnol ac fel rhan o dîm		Ffurflen Gais a Thystysgrifau
	Gallu i flaenoriaethu a threfnu gwaith		Ffurflen Gais a Thystysgrifau
	Sgiliau gwranddo effeithiol		Ffurflen Gais a Thystysgrifau
	Rheolaeth amser effeithiol		Ffurflen Gais a Thystysgrifau
	Sgiliau technoleg gwybodaeth		Ffurflen Gais a Thystysgrifau
	Gallu i drafod gwybodaeth sensitif a chyfrinachol		Ffurflen Gais a Thystysgrifau
	Dealltwriaeth o ffiniau yn y gwasanaeth cefnogi		Ffurflen Gais a Thystysgrifau
	Amyneddgar		Ffurflen Gais a Thystysgrifau
	Hyblyg		Ffurflen Gais a Thystysgrifau
	Sgiliau Pobl		Ffurflen Gais a Thystysgrifau
	Gallu i gynorthwyo i ddatblygu'r fenter a chynnig syniadau		Ffurflen Gais a Thystysgrifau
Arall	Trwydded Yrru Lawn	Mynediad at gerbyd	Ffurflen Gais a Thystysgrifau
Iaith	Gallu i gyfathrebu mewn amrywiaeth o sefyllfaoedd yn y Gymraeg a'r Saesneg		Ffurflen Gais a Chyfweliad



JOB DESCRIPTION

JOB TITLE	Café Training Officer
REPORTING TO	Café Leader
LOCATION	Caernarfon
HOURS	37 hours a week
SALARY	B3 £25,781.60 - £27,089.92 (pro rata)
CONTRACT	Permanent

PURPOSE OF JOB

Assist the Cafe Leader to set up and manage the GISDA Cafe business - in order to create new opportunities for young people, provide an accessible and reasonable service to local people and visitors locally. The main focus of the job will be to create a relationship and manage the young people (Gisda beneficiaries) in order to offer training opportunities and work experiences to local vulnerable young people. The Officer will work closely with the Bank (young people's Hub), Fuse project, managers and Gisda support teams in order to develop and train young people to learn new skills and enable them to move on to employment.

The position is mainly located in the Café but there will be close contact with the Bank (and young people's hubs) and other departments of Gisda.

- Support the Leader to run the cafe successfully and staff it effectively on a day-to-day basis by collaborating with the Bank/Hubs Leader.
- Organising and supporting young people and volunteers to gain skills and to contribute to the Cafe's work and develop a path to work through volunteering, work experience, work placements within Gisda Cafe and in other cafes in the Town.
- Support the Leader to develop the Café into a welcoming destination with adequate staffing, a warm welcome, excellent customer care to ensure that the business is sustainable and self-sufficient.
- Assist the Leader and work together to train a paid and voluntary workforce to serve, cook, work in the kitchen and run the Café service smoothly.

KEY RESPONSIBILITIES

- Work with the Café Leader to run the Café, with a suitable staffing structure and dedicated staff and volunteer rota.
- Collaborate with the Leader to provide a menu, and manage a team to cook meals, serve drinks, and create a sell-out menu.
- Lead the process to ensure that young people and volunteers have meaningful volunteering, training and collaboration opportunities in the Café.

- Collaborate with the Bank Leader (Hwb) to ensure that the young people's views are heard and reflected through the services.
- Support the Café Leader to ensure excellent customer service, and promote and market the Café.
- Assist in keeping the equipment, stores, bins, recycling, stock of the Cafe in order.
- Working unsocial hours including evenings and weekends in accordance with the needs of the Café.
- Assist the Cafe Leader to run the business and investigate possible additional income streams including the Shop and Fuse
- Together with the Leader ensure that the Café and the workforce comply with all legislation and hygiene standards.
- The post holder will also need to undertake the day to day duties of running a cafe which are:
 - Planning and assisting with the preparation of meals for the cafe.
 - Organize, store and distribute ingredients and record stock. Keeping equipment, stores, waste and bins in order.
 - Clean the food preparation equipment, floor and any kitchen equipment or area, and 'deep clean' regularly
 - Encourage and support young people and volunteers to participate in other Gisda social enterprises.
 - Lead in taking orders and responding to any inquiries or complaints.
 - Being progressive in thinking of a new form of attracting income and helping to organize these e.g. sell our own products.
 - Collaborate with the Coffi Cyfaill scheme and the Boost Membership scheme.
 - Assist with supervising staff and volunteers, and weekly staff rota including holidays
 - Attend relevant meetings

GENERAL RESPONSIBILITIES

- Promote a friendly, inclusive, non-discriminatory attitude in all aspects of the work towards service users, fellow workers, volunteers, members of the Management Committee and members of the public / other agencies.
- Promote the company's internal values and culture, the Welsh language and local culture.
- Promote the aim and objectives of the company.
- Adhere to all current Company policies and procedures.
- Keep all information relevant to the Company, the staff and users of the Company's service confidential.
- Contribute to the company's fundraising efforts.
- Comply with Care Council Wales practice while carrying out any duties/responsibilities.
- Administering a duty of care for all of the Company's service users.
- Undertake any reasonable tasks as required.
- FIWS – Collaborate with the relevant staff to promote the project and the service
- SHOP – Assist in setting up the shop element within the Café to sell local produce, from Wales and Gisda products

Your attention is drawn to the fact that it is very difficult, in some cases, to define in detail what the specific duties and responsibilities are and it is possible that they will vary from time to time. However, there will be no change in the general characteristics of the duties or the level of responsibilities.

All members of staff are expected to receive elements of flexibility in their duties and responsibilities; when they have to change within the system in order to meet the demands and needs of the service.

PERSON SPECIFICATIONS			
BENCHMARKS	ESSENTIAL	DESIRABLE	ASSESSMENT
Education and Experience	Level 2 Food Hygiene qualification	Level 3 Food Hygiene qualification	Application Form and Certificates
	Ability to work with young people with complex support needs.	Sales, Marketing and promotion	Application Form and Interview
	Skilled in all aspects of coffee making - working the machine, steaming milk etc.	Experience of working with children and young people	Application Form and Interview
	Catering Experience	Ability to identify risk and take appropriate action	Application Form and Interview
		Teamwork skills	Application Form and Interview
		Experience of networking / working in partnership	Application Form and Interview
Skills relevant to the job	Good customer care and interpersonal skills		Application Form and Interview
	Ability to work independently and as part of a team		Application Form and Interview
	Ability to prioritize and organize work		Application Form and Interview
	Good time management		Application Form and Interview
	Effective listening skills		Application Form and Interview
	Information technology skills		Application Form and Interview
	Ability to discuss sensitive and confidential information		Application Form and Interview
	Understanding of boundaries in the support service		Application Form and Interview
	Patient		Application Form and Interview
	Flexible		Application Form and Interview
	People Skills		Application Form and Interview
	Ability to assist in developing the initiative and offer ideas		Application Form and Interview
OTHER	Full driving licence	Access to a vehicle	Application Form and Interview
LANGUAGE	Ability to communicate in a variety of situations in Welsh and English		Application Form and Interview