**Cardiff**

* We will be offering a number of Cardiff-based roles, some of which will require Welsh essential language skills at Level 4.
* The expectation of the Welsh essential role is that you will be able to communicate in Welsh at Level 4. Please see the Welsh language descriptors.
* If you are uncertain whether your Welsh language skills are at the appropriate level to apply for the Welsh essential role, or you would like to discuss the type of activities you may need to undertake in Welsh, please contact us and we will be able to arrange a conversation.
* If you are appointed to the Welsh essential role, you will also be expected to provide grade-appropriate Welsh language support and assistance to non-Welsh speaking colleagues in the performance of operational tasks.

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**What is your level of Welsh Language skills in Public Meetings/Talking to the Media? Please use the table provided to support you in answering this question.**

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| --- | --- | --- | --- | --- |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** |
| Can open and close meetings and welcome participants bilingually. | Can introduce oneself and others by name, role and organisation.  Can contribute in a meeting partly in Welsh by using basic sentences. | Can converse partly in Welsh but turns to English when discussing detail of core business, answering questions or using complex information. | Can chair a meeting and respond to questions in Welsh.  Can describe a situation or event in Welsh but turns to English for work-related or technical terminology. | Can provide Welsh Language presentation. Can answer complex or hostile questions in Welsh to the extent that you have the necessary specialist knowledge. |

**What is your level of Welsh Language skills on the phone? Please use the table provided to support you in answering this question.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** |
| Can provide bilingual greeting appropriate to location.  Can greet visitors and enable language choice. | Can understand and respond to requests for assistance in Welsh to simple requests.  Can use Welsh to arrange for call-backs or transfer of calls. | Can respond to general enquiries over the phone and face to face. Can take details or make a note from Welsh conversation. | Can deal with enquiries confidently and effectively.  Can understand dialect differences. | Can deal with complex or sensitive enquiries or complaints from the public and deal confidently with challenging situations. |

**What is your level of Welsh Language skills for Delivering a Service? Please use the table provided to support you in answering this question.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** |
| Can show linguistic courtesy by opening and closing a conversation.  Can say place names / first names or Welsh signs correctly. Can introduce yourself. | Can understand the essence of a request from the public and respond to simple requests.  Can give and receive instructions and directions. | Can converse partly in Welsh but turns to English in discussion and to give detailed information.  Can describe people and locations. | Can deal with the public in most situations in Welsh but turns to English when using work-related or technical terminology. | Can deal effectively in Welsh with complex enquiries from the public or challenging situations.  Can interview or question in Welsh. |

**What is your level of Welsh Language skills in writing? Please use the table provided to support you in answering this question.**

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| --- | --- | --- | --- | --- |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** |
| Can write a simple routing request to a colleague, such as ‘Can I have…. Please?’. | Can write a short note of request to a colleague or known external contact. | Can write information internal memos, email messages and deal with routine requests. | With editorial help, can write business letters, email and posters for external customers. | Can write reports and presentations and make full and accurate notes in a meeting. |

**What is your level of Welsh Language in the office? Please use the table provided to help you in selecting your answer.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** |
| Can say place names/personal names or Welsh signs correctly.  Can recognise departments and locations in Welsh.  Can greet and introduce others. Can use basic meet and greet phrases. | Can understand the essence of a conversation in Welsh.  Can communicate effectively to complete simple and routine admin tasks. Can understand and record basic facts. | Can understand much in the office or in meetings. Can take and pass on messages likely to require attention. Can understand and convey information about operational matters. | Can contribute effectively in meetings within own area of work and argue for or against a case. Can communicate information and ideas confidently and clearly in discussions with others. | Can interview Welsh speaking applicants for posts and assess their suitability. Can interact confidently with a variety of audiences. Is confident in reading Welsh documents. |