

Disgrifiad Swydd

Teitl y Swydd	Prosesydd Trethi Lleol
Gwasanaeth	Cyllid a Chaffael
Graddfa	Gradd 7
Pwynt/iau Cyflog	12-16
Cyflog	£26,421 – £28,282 (pro-rata)
Pwrpas y Swydd	Darparu gwasanaeth o'r radd flaenaf i gwsmeriaid drwy sicrhau y caiff Treth y Cyngor a Threthi Annomestig eu gweinyddu a'u casglu'n brydlon, yn deg ac yn effeithiol.
Lleoliad	Gweithio o Adre / Canolfan Rheidol, Aberystwyth
Oriau Gwaith	18.5 awr yr wythnos (dydd Mercher, prynhawn dydd Iau a dydd Gwener)
Math o Gytundeb	Rhan-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Uwch Swyddog Trethi Lleol
Cyfrifoldebau Goruchwyllo / Rheoli	Dim
Atebolrwydd	Disgwylir i ddeiliad y swydd ymgymryd â gwaith yn unol â chanllawiau, polisïau, gweithdrefnau a deddfwriaeth.
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	Bydd angen Gwriad Safonol gan y Gwasanaeth Datgelu a Gwahardd (DBS) ar gyfer y swydd hon.
Dyletswyddau a chyfrifoldebau	
<ol style="list-style-type: none"> 1. Clustnodi'n gywir yr unigolion/ cwmni sy'n atebol am Dreth y Cyngor a Threthi Annomestig a phrosesu'r cyfrifon yn ôl y drefn. 2. Penderfynu'n gywir bod unigolion / cwmnïau yn derbyn y gostyngiadau, eithriadau neu ryddhad treth a sicrhau y cymerir y camau priodol i weithredu hynny. Adolygu gostyngiadau / eithriadau fel y bo'n ofynnol. 3. Ymdrin mewn modd cynhwysfawr a chywir ag ymholiadau cwsmeriaid a thrafod sefyllfa unrhyw ddyledion Treth y Cyngor a Threthi Annomestig drwy lythyr, ar y ffôn, ar e-bost neu'n bersonol. 4. Mynd i'r Llys gydag Uwch Swyddog i wneud cais am Orchymyn Dyled a thrafod y sefyllfa gyfreithiol gyda'r sawl sy'n gyfrifol am y ddyled a sicrhau trefniadau talu fel y bo'n briodol. 5. Ar ôl gwrandawriad yn y Llys, gweithredu ar y broses o adennill yr arian sy'n ofynnol, sicrhau y bydd Gorchmynion Dyled mewn lle a gweithredu arnynt yn effeithiol. 6. Ymgysylltu â'r Asiantau Gorfodi ac ymdrin yn uniongyrchol ac yn effeithiol ag ymholiadau a godwyd gan staff swyddfa'r Asiant Gorfodi, Asiantau sy'n ymweld ag eiddo a'r cwsmer. 7. Ymdrin ag ymholiadau a godwyd gan drydydd parti e.e. Canolfan Cyngor ar Bopeth a grwpiau cefnogi er mwyn cynorthwyo'r rheiny sydd mewn gwir anhawster. Medru dangos; cefnogaeth, doethineb a diplomyddiaeth yn ogystal ag eiriolaeth wrth drafod a chyfryngu ar faterion all fod yn gymhleth ac yn gynhennus. 8. Monitro dyrannu arian parod ac unioni unrhyw gam-gofnodi, a chynghori trydydd parti o unrhyw addasiadau yn dilyn taliadau uniongyrchol. 	

9. Cysylltu ag Adran Budd-daliadau'r Cyngor fel y bo'n ofynnol mewn achosion lle y bydd gostyngiad yn Nhreth y Cyngor wedi ei gymeradwyo.
10. Disgwylir i ddeiliad y swydd fabwysiadu agwedd hyblyg tuag at ddyletswyddau all amrywio (ar ôl trafodaeth gyda deiliad y swydd) yn amodol ar anghenion y gwasanaeth ac yn unol â phroffil cyffredinol y swydd e.e. cynorthwyo gyda gwaith prosiect ac ymweliadau cartref o dro i dro.
11. Sicrhau cyfrinachedd a diogelwch gwybodaeth bersonol / data yn unol â diogelwch data cyffredinol.
12. Mae'n hanfodol bod deiliad y swydd yn weithredol, yn greadigol ac yn chwilio'n gyson am welliannau a dulliau effeithiol o weithredu gweithdrefnau a datblygu elfennau fydd er budd y gwasanaeth.
13. Ymgymryd ag unrhyw ddyletswyddau eraill sy'n briodol i raddfa a natur y gwaith fel y bo'n rhesymol disgwylidig er mwyn sicrhau perfformiad effeithiol y Gwasanaeth.

Manyleb Person

Gofynnol								
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	NVQ Lefel 3 neu ONC/ OND neu Lefel AS neu 5 TGAU Gradd A* - C (gan gynnwys Mathemateg a Saesneg iaith) neu brofiad cyfatebol							
Sgiliau Ieithyddol Cymraeg	<table border="1"> <tr> <td>Gwrando/Siarad:</td> <td>Lefel 2</td> <td rowspan="3">Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad</td> </tr> <tr> <td>Darllen:</td> <td>Lefel 2</td> </tr> <tr> <td>Ysgrifennu:</td> <td>Lefel 1</td> </tr> </table>	Gwrando/Siarad:	Lefel 2	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad	Darllen:	Lefel 2	Ysgrifennu:	Lefel 1
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Ysgrifennu:	Lefel 4							
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> Sgiliau Gwasanaeth Cwsmer Ardderchog gan fod yn broffesiynol ac yn gwrtais. Medru gweithio dan bwysau ac ymateb yn bositif i bwysau Medru dangos y gallu i weithio'n annibynnol ac fel rhan o dîm. Medru ymdrin â chwsmeriaid anodd sydd weithiau yn ddig boed hynny ar y ffôn neu mewn cyfweiliad wyneb yn wyneb Sgiliau rhifedd, cyfrifyddu a llythrennedd da. Medru ymgymryd â thasgau'n gywir, gan roi sylw i fanylder ac mewn modd proffesiynol gan hefyd feddu ar agwedd hyblyg tuag at waith a pharchu a chynnal cyfrinachedd Lefel uchel o sgiliau rhyngpersonol a thrin a thrafod gyda'r gallu i gyfathrebu'n effeithiol i ystod eang i gysylltiadau mewn ac allanol. Medru trefnu, blaenoriaethu a rheoli llwyth mawr o waith a chyflawni'r gwaith hynny o fewn y cyfnodau amser a nodir. Gwybodaeth eang am ddeddfwriaeth Treth y Cyngor a Threthi Busnes Cynnal gwybodaeth am Fudd-daliadau Lles a'r Cynllun Gostwng Treth y Cyngor Dealltwriaeth o'r Rheoliad Cyffredinol ar Ddiogelu Data (GDPR) a natur cyfrinachol y gwaith. 							
Profiad Hanfodol	<ul style="list-style-type: none"> Hyd at 4 blynedd o brofiad perthnasol mewn gwaith ariannol. Bydd meddu ar brofiad o anfon biliau, casglu, adennill a gorfodi Treth y Cyngor a Threthi Annomestig yn ddymunol er y darperir hyfforddiant llawn. Gweithio gyda systemau ariannol ar gyfrifiaduron. Dangos profiad o weithio ar eich liwt eich hun gan fod yn weithredol wrth ddatrys problemau a meddu ar y gallu i ymdrin â phroblemau newydd a chymhleth fel y bônt yn codi 							
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	Darperir hyfforddiant yn fewnol ac yn allanol fel y bo'n briodol.							
Dymunol								
Cymwysterau / Hyfforddiant								
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> Profiad o weithio gyda phecynnau meddalwedd y Cyngor, Refeniw a Budd-daliadau Capita One a systemau Llif Gwaith 360 Civica. Cymhwyster llawn neu rannol IRRV Tystysgrif Lefel 3 IRRV 							

Job Description

Post Name	Local Taxation Processor
Service	Finance and Procurement
Grade	7
Spinal Point/s	12-16
Salary	£26,421 – £28,282 (pro-rata)
Job Purpose	To provide a high-quality service to customers ensuring that Council Tax and Non Domestic Rates are administered and collected in a prompt, fair and efficient way.
Location	Working from home / Canolfan Rheidol, Aberystwyth
Hours of Work	18.5 hours per week (Wednesday, Thursday afternoon and Friday)
Type of Contract	Part-time
Contract Duration	Permanent
Line Managers Job Title	Senior Local Taxation Officer
Supervisory/Managerial Responsibilities	None
Accountability	The post holder is required to carry out work as directed by the line manager in accordance with guidelines, policies, procedures and legislation.
Contractual Terms Associated with the Post	A Standard Check by the Disclosure and Barring Service (DBS) will be required for this post.

Duties and Responsibilities

1. Accurately identify the correct person / company liable for Council Tax and Non Domestic rates and process accounts accordingly.
2. Correctly determine and ensure that the appropriate action is taken to award the correct entitlement to discounts, exemptions or relief. Undertake a review of discounts / exemptions as required.
3. Deal comprehensively and accurately with customer enquiries and negotiate arrears position concerning Council Tax and Non Domestic Rates via letter, phone, e-mail and in person.
4. Attend court with the Senior Officer to obtain liability orders and discuss legal situation with charge payers and negotiate payment arrangements where appropriate.
5. After court promptly follow up the recovery process ensuring that liability orders obtained are moved forward to the most effective stage of recovery.
6. Engage with the Enforcement Agents and deal directly and efficiently with enquiries raised by the Enforcement Agent office staff, Agents when attending properties and the customer.
7. Deal with queries raised by third party organisations e.g. Citizens Advice Bureau and support groups to assist those encountering genuine difficulty. To be able to demonstrate; support, tact, diplomacy as well as advocacy when discussing and mediating solutions to matters that can be complex and contentious.
8. Monitor cash allocation and rectify mis-postings, advise third party of any adjustments following direct payments.
9. Liaise with the Council's Benefit Section as necessary where Council Tax Reduction has been awarded.

10. The post holder will be expected to adopt a flexible attitude to the duties which may be varied (after discussion with the post holder) subject to the needs of the service and in keeping with the general profile of the post e.g. assisting with project work and occasional home visits.
11. Ensure confidentiality and security of personal information/data in accordance with general data protection.
12. It is essential that the post holder is proactive, creative and constantly looking for efficiencies and improvements in procedures and approaches and the development of solutions for the benefit of the Service.
13. Undertake any other duties appropriate to the grade and character of the work as may reasonably be required to ensure the efficient performance of the Service.

Job Evaluation Post Ref

FIN008

Person Specification

Essential					
Academic / Professional / Technical / Vocational Qualifications	NVQ Level 3 or ONC/OND or AS Level or 5 GCSE's Grade A* - C (including Mathematics and English Language) or equivalent demonstrable experience.				
Welsh Linguistic Skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Listening/Speaking: Level 2</td> <td rowspan="3" style="width: 40%; text-align: center; vertical-align: middle;">The Welsh linguistic skills noted are required on appointment</td> </tr> <tr> <td>Reading: Level 2</td> </tr> <tr> <td>Writing: Level 1</td> </tr> </table>	Listening/Speaking: Level 2	The Welsh linguistic skills noted are required on appointment	Reading: Level 2	Writing: Level 1
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English Linguistic Skills	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Listening/Speaking: Level 5</td> <td rowspan="3" style="width: 40%; text-align: center; vertical-align: middle;">The English linguistic skills noted are required on appointment</td> </tr> <tr> <td>Reading: Level 5</td> </tr> <tr> <td>Writing: Level 4</td> </tr> </table>	Listening/Speaking: Level 5	The English linguistic skills noted are required on appointment	Reading: Level 5	Writing: Level 4
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Writing: Level 4					
Practical and personal skills	<ul style="list-style-type: none"> Excellent Customer service skills and a courteous and professional manner. Be able to work and respond positively to pressure. Demonstrate the ability to work independently and as part of a team. Ability to deal with difficult and sometimes irate customers by telephone and personal interview. Good numeracy, accounting and literacy skills. Ability to undertake tasks with accuracy, attention to detail, professionalism, have a flexible approach to work and to respect and maintain confidentiality. High level of interpersonal and negotiating skills combined with the ability to communicate effectively to a wide variety of internal and external contacts. Ability to organise, prioritise and manage large volumes of work and deliver within given timescales. Extensive knowledge of Council Tax and Business Rates legislation. Maintain a knowledge of Welfare Benefits and Council Tax Reduction Scheme. Understanding of the General Data Protection Regulation (GDPR) and the confidential nature of the work. 				
Required Experience	<ul style="list-style-type: none"> Up to 4 years relevant experience in financial work. Experience in the billing, collection, recovery and enforcement of Council Tax and Non Domestic Rates is desirable although full training will be provided Working with computerised financial systems. Demonstrate experience of working under own initiative and proactive problem solving with the ability to handle new and complex problems as they arise. 				
Training/education required to be undertaken for the post/worked towards	Training will be provided both internally and externally as deemed appropriate.				
Desirable					
Qualifications / Training					
Practical / Personal Skills	<ul style="list-style-type: none"> Experience of working with the Council's software packages, Capita One Revenues and Benefits and Civica's Workflow 360 systems. IRRV full or part qualification. IRRV Level 3 Certificate 				