

Disgrifiad Swydd

Teitl y Swydd	Rheolwr Gwasanaeth – Refeniw
Gwasanaeth	Cyllid a Chaffael
Graddfa	12
Pwynt/iau Cyflog	35 - 37
Cyflog	£44,711 - £46,731
Pwrpas y Swydd	Goruchwyllo, rheoli, darparu a gwella'r Gwasanaeth Refeniw yn barhaus ar gyfer Ceredigion, gan sicrhau bod dyletswyddau statudol y Cyngor mewn perthynas â bilio, gweinyddu a chasglu Treth y Cyngor a chyfraddau Annomestig yn cael eu bodloni bob amser. Darparu arweinyddiaeth glir ac effeithiol gan sicrhau bod y weledigaeth o wasanaeth cost-effeithiol, ansoddol, ymatebol, hygyrch yn cael ei chyflawni ac i ddarparu gwasanaeth cwsmeriaid rhagorol.
Lleoliad Gwaith Cytundebol	Canolfan Rheidol, Aberystwyth
Oriau Gwaith	37 awr yr wythnos
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Rheolwr Corfforaethol – Refeniw, Budd-Daliadau ac Asesiadau Ariannol
Cyfrifoldebau Goruchwyllo / Rheoli	Mae'r swydd yn gyfrifol am 13 aelod o staff sydd â chyfrifoldeb uniongyrchol am y Rheolwr Tîm – Refeniw.
Atebolrwydd	Mae'r swydd hon yn gweithio o dan ei menter ei hun yn adrodd i'r Rheolwr Corfforaethol Refeniw, Budd-Daliadau ac Asesiadau Ariannol am gyngor ac arweiniad ar sail gymharol anaml. Er bod Llywodraeth y DU a Llywodraeth Cymru yn darparu'r ddeddfwriaeth/rheoliadau ar gyfer gweinyddu Treth y Cyngor ac Ardrethi Annomestig, ychydig iawn o ganllawiau sydd ar gael. Disgwylir i ddeiliad y swydd fod yn arloesol, yn flaengar ac yn gallu nodi meysydd i'w gwella, ac ar yr un pryd yn gwbl atebol i Refeniw, Budd-Daliadau ac Asesiadau Ariannol y Rheolwr Corfforaethol. Gliniadur ac offer cyfrifiadurol
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	Bydd angen Gwiriad Safonol gan y Gwasanaeth Datgelu a Gwahardd (DBS) ar gyfer y swydd hon.

Dyletswyddau a chyfrifoldebau

1. Arwain y gwaith o reoli, cymell ac arwain staff referniw gan gynnwys darparu cyngor, arweiniad a chymorth ar achosion cymhleth a materion staffio.
2. Cyngori a chefnogi staff eraill ym meysydd gwasanaethau'r Cyngor gan gynnwys Gwasanaethau Cwsmeriaid, Datblygu a Rheoli, Budd-Ddaliadau, Asesiadau Ariannol, Tai ac Archwilio.
3. Dehongli, gweithredu a monitro newidiadau i ddeddfwriaeth/rheoliadau sy'n effeithio ar weinyddiaeth Referniw i sicrhau cydymffurfiaeth â'r holl reoleiddio a deddfwriaeth mewn perthynas â Threth y Cyngor ac Ardrethi Annomestig
4. Rheoli'r holl adnoddau sydd ar gael er mwyn darparu gwasanaeth gwerthfawr, sy'n canolbwyntio ar gwsmeriaid gan ddiwallu anghenion cwsmeriaid Ceredigion gyda phwyslais cryf ar ddarparu gwasanaeth o ansawdd uchel.
5. Defnyddio gwybodaeth rheoli i ddadansoddi a monitro perfformiad staff i adolygu arferion gwaith ac ailddyrannu adnoddau staff yn unol â hynny i gyflawni amcanion cyffredinol y Strategaeth Gorfforaethol a Referniw, Budd-Daliadau ac Asesiad Ariannol y Cynllun Busnes.
6. Monitro perfformiad y gwasanaeth a chynllunio ar gyfer gwelliannau i'r gwasanaeth; Paratoi cynlluniau busnes lefel 3 blynyddol gyda thargedau a cherrig milltir. Monitro cynnydd a chyflawniadau gwelliant yn barhaus a chymryd camau unioni lle bo angen i gyflawni'r cynllun.
7. Monitro ac adrodd yn ofalus ar gasglu Treth y Cyngor ac Ardrethi Annomestig er mwyn sicrhau y gellir cyflawni targedau cyfraddau casglu.
8. Yn atebol am gwblhau holl ffurflenni'r Llywodraeth yn gywir a phrydlon ac am gyflwyno bilio blynyddol ar gyfer Treth y Cyngor ac Ardrethi Annomestig
9. Cysylltu ag Archwilyr mewnol ac allanol yn ôl yr angen.
10. Cynrychioli'r Cyngor mewn achosion llys, Tribiwnlysoedd Prisio, cyfarfodydd mewnol ac allanol yn ôl y gofyn.
11. Ymdrin â materion cymhleth a sensitif sy'n gysylltiedig â gwaith ac ymholiadau a chwynion gan gwsmeriaid, ASau, ACau, Cyngorwyr, Ombwdsmon ac ati.
12. Arwain ar drafodaethau gyda sefydliadau allanol, fel cyflenwyr meddalwedd a Llywodraeth Cymru i sicrhau'r canlyniad gorau i'r Cyngor a'r cwsmeriaid.
13. Cysylltu ag Adrannau mewnol ac Asiantaethau allanol i ddatblygu perthnasoedd gwaith rhagorol yn flynyddol trwy Gytundebau Lefel Gwasanaeth, mân gofion Cyd-ddealltwriaeth a gweithio'n agosach.
14. Cymryd yr awenau wrth recriwtio, cyfweld a phenodi aelodau staff newydd.
15. Defnyddio ymreolaeth lawn i wneud penderfyniadau dewisol ar faterion datrys problemau gan gynnwys newid arferion gwaith i wella'r ddarpariaeth o'r gwasanaeth.
16. Creu Polisiâu, Gweithdrefnau a Chanllawiau ar gyfer defnydd mewnol ac allanol gan y Cyhoedd, staff Referniw, staff cyllid eraill a staff Gwasanaeth Cwsmeriaid i gadw atynt a'u cynorthwyo gyda gwaith corfforaethol.
17. Cadw'n hysbys â datblygiadau yn y Gwasanaethau Cyngorau, maes rheoli a chyfrifyddu a meysydd gwasanaethau penodol.

18. Cyflawni'r holl ddyletswyddau a chyfrifoldebau gyda ffocws cryf ar gwsmeriaid a dangos ymrwymiad i ddarparu gwasanaeth o ansawdd.
19. Cymryd rhan mewn gweithgorau e.e. Grŵp Refeniw Gogledd Cymru, Gweithgor Refeniw a Budd-daliadau Cymru, Trethi Cyngor Llywodraeth Cymru/Grwpiau Diwygio Ardrethi Annomestig ac ati

Dyletswyddau / Cyfrifoldebau Eraill

- Cyflawni dyletswyddau priodol eraill yn unol â chais y Rheolwr Corfforaethol, yn amodol ar anghenion y gwasanaethau ac yn unol â phroffil cyffredinol y swydd.

Manyleb Personol

Gofynnol		
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	Gradd Prifysgol (2.2 neu uwch) mewn Cyllid, Gweinyddu Busnes neu gymhwyster Diploma / Anrhydeddau'r Sefydliad Refeniw, Graddio a Phrisio neu brofiad arddangosol cyfatebol.	
Sgiliau Ieithyddol Cymraeg	Gwrando/Siarad: Lefel 3 Darllen: Lefel 3 Ysgrifennu: Lefel 3	Rhaid cwrdd a'r sgiliau ieithyddol Cymraeg a nodwyd ar apwyntiad neu o fewn dwy flynedd i benodiad
Sgiliau Ieithyddol Saesneg	Gwrando/Siarad: Lefel 5 Darllen: Lefel 5 Ysgrifennu: Lefel 5	Rhaid cwrdd a'r sgiliau ieithyddol Saesneg a nodwyd ar apwyntiad
Sgiliau Ymarferol / Personol	- Y gallu i ddangos sgiliau arwain cryf drwy gyfnod o newid sylweddol. - Sgiliau trefnu a chynllunio rhagorol. - Y gallu i gyflawni tasgau gyda lefel uchel o gywirdeb, sylw i fanylion a phroffesiynoldeb. - Lefel uchel o sgiliau rhyngbersonol a negodi ynghyd â'r gallu i gyfathrebu'n effeithiol ag amrywiaeth eang o gysylltiadau mewnol ac allanol. - Gwybodaeth drylwyr o ddeddfwriaeth a rheoliadau Treth y Cyngor ac Ardrethu Annomestig a'r gallu i drosi hyn yn ganllawiau a gweithdrefnau dealladwy. - Y gallu i weithio i derfynau amser ac i reoli llwythi gwaith cymhleth, cystadleuol a gwrthdaro yn effeithiol.	
Profiad Hanfodol	- O leiaf 5 mlynedd o brofiad Treth y Cyngor ac Ardrethi Annomestig, a dylai 3 blynedd ohonynt gynnwys rheoli a goruchwyllo staff. - Gweithio gyda systemau ariannol cyfrifiadurol. - Egwyddorion rheoli (arweinyddiaeth, gweithio mewn tîm, dirprwyo, cymhelliant, a chynllunio a dyrannu gwaith). - Profiad amlwg o weithio o dan fenter eich hun a datrys problemau rhagweithiol gyda'r gallu i ymdrin â phroblemau newydd a chymhleth wrth iddynt godi gan ddefnyddio creadigrwydd i gymhwyso'r wybodaeth bresennol mewn ffyrdd newydd. - Datblygiad Proffesiynol Parhaus (CPD).	
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	- Cwrs Iechyd a Diogelwch 'Goruchwyllo'n Ddiogel' ar gyfer pob Rheolwr Llinell. - Hyfforddiant Personél Recriwtio a Dethol ar gyfer yr holl Reolwyr Llinell.	

	Cwblhau'r rhaglen gorfforaethol gynhwysfawr sydd ar waith ar gyfer Rheolwyr Ceredigion.
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Dymunol	
Cymwysterau / Hyfforddiant	Profiad o weithio gyda phecynnau meddalwedd y Cyngor, Refeniw a Budd-daliadau Capita One a systemau Llif Gwaith 360 Civica.
Sgiliau Ymarferol / Personol	

Job Description

Post Name	Service Manager – Revenues
Service	Finance and Procurement
Grade	12
Spinal Point/s	35 - 37
Salary	£44,711 - £46,731
Job Purpose	To manage, control, deliver and continually improve the Revenues Service for Ceredigion ensuring that the Council's statutory duties in relation to the billing, administration and collection of Council Tax and Non-Domestic rates are met at all times. Provide clear and effective leadership ensuring that the vision of a cost effective, qualitative, responsive, accessible service is achieved and to deliver an excellent customer service.
Contractual Work Location/Base	Canolfan Rheidol, Aberystwyth
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Corporate Manager Revenues, Benefits and Financial Assessments
Supervisory/Managerial Responsibilities	The post has responsibility for 13 staff with direct responsibility for the Team Manager – Revenues.
Accountability	This post works under its own initiative reporting to the Corporate Manager Revenues, Benefits and Financial Assessments for advice and guidance on a relatively infrequent basis. Although the UK and Welsh Government provide the legislation/regulations for Council Tax and Non-Domestic Rates to be administered there is very little guidance. The post holder is expected to be innovative, forward thinking and capable of identifying areas for improvement, whilst at the same time being fully accountable to the Corporate Manager Revenues, Benefits and Financial Assessments. Laptop and computer equipment
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. Take the lead role in managing, motivating and guiding revenue staff including the provision of advice, guidance and assistance on complex cases and staffing matters.
2. Advise and support other staff within the Council services areas including Customer Services, Development and Control, Benefits, Financial Assessments, Housing and Audit.
3. Interpret, implement and monitor changes to legislation/regulations affecting Revenues administration to ensure that all regulation and legislation in respect of Council Tax and Non-Domestic Rates are complied with.
4. Manage all resources available in order to deliver a value for money, customer focused service meeting the needs of the customers of Ceredigion with a strong emphasis on providing high quality service provision.
5. Use management information to analyse and monitor performance of staff to review working practices and re-allocate staff resources accordingly to achieve the overall objectives of the Corporate Strategy and Revenues, Benefits and Financial Assessment Business Plan.
6. Monitor the performance of the service and plan for service improvements; prepare annual level 3 business plans with targets and milestones. Continually monitor the progress and achievements of improvement and take corrective action where necessary to achieve the plan.
7. Closely monitor and report on Council Tax and Non-Domestic Rates collection to ensure that collection rate targets can be achieved.
8. Accountable for the accurate and timely completion of all Government returns and for the delivery of Annual billing for Council Tax and Non-Domestic Rates.
9. Liaise with internal and external Auditors as necessary.
10. Represent the Council in Court proceedings, Valuation Tribunals, internal and external meetings as required.
11. Deal with complex and sensitive work-related issues and enquires and complaints from customers, MP's, AM's, Councillors, Ombudsman etc.
12. Lead on negotiations with external organisations, such as software suppliers and Welsh Government to ensure the best outcome for the Council and customers.
13. Liaise with internal Departments and external Agencies to develop excellent working relationships annually through Service Level Agreements, Memoranda of Understanding and closer working.
14. Take the lead in recruiting, interviewing and appointing new members of staff.
15. Use full autonomy to make discretionary decisions on problem solving matters including changing working practices to improve service provision.
16. Create Policies, Procedures and Guidance for both internal and external use by the Public, Revenues staff, other finance staff and Customer Service staff to adhere to and assist with corporate working.
17. Keep up to date with developments in the Councils Services, management and accounting field and service specific areas.

18. Fulfil all duties and responsibilities with a strong customer focus and demonstrate a commitment to the provision of a quality service.

19. Be involved with working groups e.g. North Wales Revenues Group, Welsh Revenues and Benefit Working group, Welsh Government Council Tax/Non-Domestic Rates Reform groups etc.

Miscellaneous / Other Responsibilities

To carry out other appropriate duties as requested by the Corporate Manager, subject to the needs of the services and in keeping with the general profile of the post.

Job Evaluation Post Ref

JD 1752

Person Specification

Essential		
Academic / Professional / Technical / Vocational Qualifications	University Degree (2.2 or higher) in Finance, Business Administration or Institute of Revenues, Rating and Valuation Diploma/Honors qualification or equivalent demonstrable experience.	
Welsh Linguistic Skills	Listening/Speaking: Level 3 Reading: Level 3 Writing Level 3	The Welsh linguistic skills noted are required on appointment or must be attained within two years of appointment.
English Linguistic Skills	Listening/Speaking: Level 5 Reading: Level 5 Writing Level 5	The English linguistic skills noted are required on appointment
Practical and personal skills	• Ability to demonstrate strong leadership skills through a period of significant change. • Excellent organisational and planning skills. • Ability to carry out tasks with a high degree of accuracy, attention to detail and professionalism. • High level of interpersonal and negotiating skills combined with the ability to communicate effectively to a wide variety of internal and external contacts. • A thorough knowledge of Council Tax and Non-Domestic Rating legislation and regulations and an ability to translate this into understandable guidance and procedures. • Ability to work to deadlines and to manage complex, competing and conflicting workloads effectively	
Required Experience	• Minimum 5 years Council Tax and Non-Domestic Rates experience of which 3 years should include management and supervision of staff. • Working with computerised financial systems. • Of management principles (leadership, team working, delegation, motivation, and planning and allocating work). • Demonstrable experience of working under own initiative and proactive problem solving with the ability to handle new and complex problems as they arise using creativity to apply existing knowledge in new ways. • Continuous Professional Development (CPD).	
Training/education required to be undertaken for the post/worked towards	• Health & Safety 'Supervising Safely' course for all Line Managers. • Recruitment & Selection Personnel training for all Line Managers. • Complete the comprehensive corporate programme in place for Ceredigion Managers.	

Desirable	
Qualifications / Training	• Experience of working with the Council's software packages, Capita One Revenues and Benefits and Civica's Workflow 360 systems
Practical / Personal Skills	