

Disgrifiad Swydd

Teitl y Swydd: Swyddog Datblygu Gwasanaeth

Gradd Cyflog: Gradd 9

Prif Bwrpas y Swydd:

Gweithio fel rhan o Dîm Cymorth Tai y Cyngor.

Darparu cefnogaeth i'r Uwch Swyddog sy'n gweithio ar brosiectau amrywiol i alluogi comisiynu Gwasanaethau Cymorth Tai.

Cefnogi datblygiad parhaus gwasanaethau Cymorth Tai gan sicrhau aliniad a model Llesiant Gydol Oes.

Disgwylir i ddeiliad y swydd ddefnyddio medrau cyfathrebu, trafod a dylanwadu i sicrhau ymrwymiad ystod o staff, er mwyn galluogi cyflwyno rhaglenni a phrosiectau fel y cytunwyd gan y Grŵp Llywio Grant Cymorth Tai.

Disgwylir i ddeiliad y swydd weithio fel aelod o dîm cydlynol a phan fo angen hynny, disgwylir iddo/iddi gymryd cyfrifoldeb arweiniol dros faterion y tu hwnt i'w gylch/i'w chylch cyfrifoldeb uniongyrchol.

Tasgau a Chyfrifoldebau Allweddol:

Bydd y Swyddog Datblygu Gwasanaeth yn darparu gwasanaeth cymorth drwy'r dulliau canlynol:

- Darparu gwasanaeth monitro a rheoli a chynhyrchu adroddiadau amrywiol i sicrhau bod gwybodaeth am brosiectau yn cael ei dadansoddi, ei chyfathrebu, ei dwysáu a'i lliniaru'n effeithiol er mwyn sicrhau bod cyn lleied o effeithiau negyddol â phosibl.
- Gweithio'n agos gyda'r Tîm Gwasanaethau Tai i reoli disgwyliadau o ran adroddiadau a therfynau amser.
- Gweithio'n agos gydag ystod o ran ddeiliaid i rannu gwybodaeth gymhleth, sensitif neu ddadleuol.
- Arwain ar drefnu, gweinyddu a chadw cofnodion ystod o gyfarfodydd prosiect.
- Sicrhau bod manylebau gwasanaeth ar gyfer comisiynu â ffocws clir ac y rheolir yn weithredol unrhyw gyfathrebu angenrheidiol gyda rhanddeiliaid allweddol.
- Dirprwyo ar ran yr Uwch Swyddog pan fo hynny'n briodol.
- Herio ddarparwyr gwasanaeth ac arweinwyr prosiectau o ran adrodd a chynyddu'r her yn ôl yr angen.
- Monitro buddion a RAIDs (Risgiau, Tybiaethau, Materion a Dibyniaethau) a rheoli'r gwaith o'u cyfuno â'r rhaglen Gomisiynu gyffredinol.
- Adrodd i arweinwyr ffrydiau gwaith, rheolwyr tim, â Llywodraeth Cymru lle bo'n briodol, gan nodi cynnydd yn erbyn cerrig milltir prosiectau.
- Cynorthwyo arweinyddion darpariaeth a gwasanaeth gyda datblygu atebion arloesol a manylebau gwasanaeth yn ogystal â dogfennaeth dendro hanfodol arall a chasglu gwybodaeth yn ôl yr angen.
- Monitro ac olrhain canlyniadau cymorth tai i gynorthwyo darparwyr gwasanaethau i cyflwyno gwasanaethau.

- Darparu cymorth gweinyddol i'r gwasanaeth Cymorth Tai, gan gynnwys trefnu cyfarfodydd a gweithdai, paratoi agendâu, casglu a dosbarthu papurau.
- Gweithio'n agos gyda'r Uwch Swyddog a'r Rheolwr Tîm i ddarparu gwasanaethau ar gyfer Cefnogaeth Tai sy'n gymesur â'r raddfa.

Gwiriad Gwasanaeth Datgelu a Gwahardd*: Not Applicable

Cofrestriad/Aelodaeth Broffesiynol Hanfodol: Not Applicable

Manyleb Person

Gofynion Hanfodol

Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Hanfodol:

Cymhwyster ym maes rheoli prosiectau/cymhwyster rheolaethol hyd at safon gradd/NVQ5 neu brofiad cyfatebol y gellir tystio iddo.

Profiad Hanfodol:

- Gweithio mewn swyddfa prosiectau neu cyflwyno contract neu mewn amgylchedd tebyg
- Gyflwyno gwybodaeth a chyfathrebu gydag ystod o staff
- Crynhoi cyfarfodydd cydweithredol gyda rhanddeiliaid allweddol a phartneriaid ar gyfer pwyntiau hanfodol a chamau gweithredu a gymerwyd
- Y gallu i gasglu a dosbarthu gwybodaeth gymhleth
- Cyflawni tasgau o fewn terfynau amser tynn
- Monitro rhaglenni a phrosiectau mewn meysydd cynllunio, risgiau, materion, cyllid, adnoddau, tybiaethau a dibyniaethau.
- Drafftio a chyflwyno negeseuon i ystod eang o bartneriaid
- Ymgysylltu gydag uwch staff i chyflwyno dadansoddiadau a rhesymeg a cheisio adborth.
- Defnyddio data i ddatblygu syniadau newydd ar gyfer datblygu darpariaeth gwasanaeth

Sgiliau ymarferol/personol hanfodol:

- Offer a thechnegau Rheoli Rhaglenni a Phrosiectau
- O leiaf Medrau TG Canolradd gan gynnwys Excel, Word, PwerBwynt
- Sgiliau cyfathrebu llafar ac ysgrifenedig profedig a'r gallu i drafod yn effeithiol ac yn briodol ag ystod eang o bobl
- Sylw i fanylion, cywirdeb a chysondeb
- Medrau cadarn o ran adeiladu perthynas ac agwedd tuag at weithio mewn tîm
- Cynllunio a threfnu gyda gallu rhagorol i flaenoriaethu a threfnu llwyth gwaith
- Gwrando ar, deall a dehongli'n fanwl gywir unrhyw gyfarwyddiadau cymhleth a manylion a roddir a chynnig atebion amgen yn ôl yr angen
- Y gallu i weithio dan bwysau a blaenoriaethu yn briodol
- Yn gallu i gyflawni o fewn terfynau amser tynn
- Yn gallu i weithio mewn dull annibynnol

Sgiliau Iaith Saesneg: Hanfodol

Gwrando a Siarad:

- **Lefel 4:** Medru cyfrannu'n effeithiol mewn cyfarfodydd mewnol ac allanol yng nghyd-destun y pwnc gwaith. Medru deall gwahaniaethau cywair a thafodiaith. Medru dadlau o blaid ac yn erbyn achos penodol. Medru cadeirio cyfarfodydd ac ateb cwestiynau o'r Gadair yn hyderus. Medru rhoi cyflwyniadau yn rhugl ac yn hyderus yng nghyd-destun y pwnc gwaith.

Sgiliau Darllen

- **Lefel 4:** Gallu deall gohebiaeth ac adroddiadau wedi'u mynegi mewn iaith safonol.

Sgiliau Ysgrifennu

- **Lefel 4:** Medru llunio gohebiaeth fusnes, adroddiadau byr, negeseuon e-bost a llenyddiaeth hysbysrwydd gyda chymorth golygyddol.

Sgiliau Iaith Gymraeg: Ar ol 2 flwynyddoedd

Gwrando a Siarad:

- **Lefel 2:** Medru deall craidd sgwrs. Medru derbyn a deall negeseuon syml ar batrymau arferol, e.e. amser a lleoliad cyfarfod, cais am siarad gyda rhywun. Medru cyfleu gwybodaeth elfennol a chyfarwyddiadau syml. Medru agor a chau.

Sgiliau Darllen

- **Lefel 2:** Gallu deall y rhan fwyaf o adroddiadau byr a chyfarwyddiadau arferol o fewn arbenigedd y gwaith, a bod digon o amser wedi ei ganiatáu.

Sgiliau Ysgrifennu

- **Lefel 2:** Medru llunio neges fer syml ar bapur neu e-bost i gydweithiwr o fewn y Cyngor neu gyswllt cyfarwydd y tu allan i'r Cyngor.

Gofynion Dymunol

Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Dymunol:

Ymarferydd PRINCE 2

Profiad Dymunol:

Cymorth prosiect blaenorol o fewn awdurdod lleol neu sefydliad mawr

Sgiliau ymarferol/personol dymunol:

Job Description

Job Title: Service Development Officer

Pay Grade: Grade 9

Main Purpose of the Job:

To work as part of the Council's Housing Support Team.

To provide support to the Senior Officer working on various projects to enable Commissioning of Housing Support Services.

To support the ongoing development of Housing Support services ensuring alignment with the Through Age Wellbeing model.

The post holder is expected to use communication, negotiation and influencing skills to engage a range of staff to enable the delivery of programme and projects as agreed by the Housing Support Grant Steering Group.

They will be expected to work as a member of a cohesive team and, when required, to take lead responsibility for issues outside his/her immediate sphere of responsibility

Key Tasks & Responsibilities:

The Service Development Officer will provide a support service by:

- Provide a monitoring and control service and generate various reports to ensure information is effectively analysed, communicated, escalated and mitigated to minimise potential impacts.
- Work closely with the Housing Services Team to manage reporting expectations and deadlines
- Work closely with a range of stakeholders to disseminate complex, sensitive or contentious information.
- Lead on scheduling, administration and noting of a range of provider and partner meetings.
- Ensuring service specifications for commissioning are sharply focused and essential communications with key stakeholders are actively managed.
- Deputise on behalf of the Senior Officer when appropriate.
- Provide challenge to service providers and project leads in terms of reporting and escalate as is appropriate.
- Monitor benefits and RAIDs (Risks, Assumptions, Issues and Dependencies) and manage consolidation with the overall Commissioning programme.
- Report progress against key milestones to workstream leads, team managers, and Welsh Government as appropriate
- Assist provider and service leads on the development of innovative solutions and service specifications and other essential tender documentation and collate information as necessary.
- Monitor and track housing support outcomes to aid service providers in delivery of services.
- Provide administrative support to Housing Support including organising meetings and workshops, agenda preparation, paper collation and distribution.

- Work closely with the Senior Officer and Team Manager to deliver services for Housing Support commensurate to the grade.

Disclosure & Barring Service Check*: Not Applicable

Essential Professional Registration / Membership: Not Applicable

Person Specification

Essential Requirements

Essential Academic / Professional / Technical / Vocational Qualifications:

A project management/managerial qualification to degree/NVQ5 level or demonstrable equivalent experience

Essential experience:

- Working in project or contract delivery or within a similar environment
- Reporting information and communicating to a range of staff
- Summarising collaborative meetings with key stakeholders and partners for essential points and actions taken
- Collating and disseminating complex information
- Delivering tasks to tight deadlines
- Monitoring programme and projects in areas of planning, risks, issues, finance, resources, assumptions and dependencies
- Drafting and delivering messages to a wide range of partners
- Engaging with senior staff to present analysis and rationales and seek feedback
- Using data to develop new ideas for development of service delivery

Essential practical/personal skills:

- Programme and Project Management tools and techniques
- Minimum intermediate level IT Skills including Excel, Word, PowerPoint
- Proven verbal and written communication skills and be able to negotiate effectively and appropriately with a wide range of people
- Attention to detail, accuracy and consistency
- Strong relationship building skills and team working attitude
- Planning and organisation skills with outstanding ability to prioritise and schedule workloads
- Ability to interpret complex and detailed instructions and guidance given, and provide alternative solutions as necessary
- Ability to work under pressure and to prioritise accordingly
- Able to deliver within tight deadlines
- Capable of working in an autonomous fashion

English Language Skills: On appointment

Listening & Speaking

- **Level 4:** Can contribute effectively to internal and external meetings in the context of the job area. Can understand differences in language and dialect. Can argue for or against a specific case. Can chair meetings and answer questions confidently from the Chair. Can give presentations fluently and confidently in the context of the job area.

Reading Skills

- **Level 4:** Can understand correspondence and reports expressed in standard language.

Writing Skills

- **Level 4:** Can write business correspondence, short reports, e-mail messages and information literature with editorial assistance.

Welsh Language Skills: After 2 years

Listening & Speaking

- **Level 2:** Can understand the essence of a conversation. Can receive and understand simple messages following normal patterns, such as time and place of meeting, request to talk to someone. Can pass on basic information and simple instructions. Can begin and end conversations and meetings bilingually.

Reading Skills

- **Level 2:** Can understand most short reports and familiar instructions within his/her own area of expertise, provided enough time is given.

Writing Skills

- **Level 2:** Can write a short simple message on paper or by e-mail to a colleague within the Council or a known external contact.

Desirable Requirements

Desirable Academic / Professional / Technical / Vocational Qualifications:

PRINCE 2 Practitioner

Desirable experience:

Previous project support within a local authority or large organisation

Desirable practical/personal skills: