

Disgrifiad Swydd

Teitl y Swydd: Rheolwr Cofrestredig – Cartref Gofal Hafan y Waun, Aberystwyth

Gradd Cyflog: 12: £46,142 - £48,226 y flwyddyn

Cyfeirnod at Ddibenion Gwethuso Swyddi: JD 1890

Prif Bwrpas y Swydd:

Mae'r Rheolwr Cofrestredig yn Hafan y Waun yn gyfrifol am arweinyddiaeth, rheolaeth a chydymffurfiaeth reoleiddiol gyffredinol y cartref gofal, gan sicrhau gofal o ansawdd uchel sy'n canolbwyntio ar yr unigolyn i bob preswlydd. Mae deiliad y swydd yn darparu cyfeiriad clir i staff, yn cynnal amgylchedd diogel a chefnogol, ac yn sicrhau bod y cartref yn gweithredu yn unol â pholisïau Cyngor Sir Ceredigion, gofynion rheoleiddiol Arolygiaeth Gofal Cymru (AGC), a'r holl ddeddfwriaeth berthnasol.

Bydd yn arwain ar ddatblygu'r gwasanaeth, rheoli'r gweithlu, a gwelliant parhaus, gan sicrhau bod darpariaeth gofal yn ymatebol, yn urddasol, ac wedi'i theilwra i anghenion unigol. Mae'r Rheolwr Cofrestredig yn meithrin perthnasoedd cryf â phreswylwyr, teuluoedd, staff a phartneriaid allanol, gan hyrwyddo diwylliant cadarnhaol a sicrhau bod Hafan y Waun yn darparu gwasanaeth tosturiol, proffesiynol ac wedi'i reoli'n dda.

Tasgau a Chyfrifoldebau Allweddol:

- Darparu arweinyddiaeth effeithiol a rheolaeth ddydd i ddydd ar Hafan y Waun, gan sicrhau bod y gwasanaeth yn cyflwyno gofal diogel, o safon uchel, sy'n canolbwyntio ar yr unigolyn yn unol â rheoliadau Arolygiaeth Gofal Cymru (AGC), gofynion RISCA, a pholisïau Cyngor Sir Ceredigion.
- Sicrhau bod holl gynlluniau gofal a chefnogaeth preswylwyr yn gywir, yn gyfredol, yn cael eu hadolygu'n rheolaidd ac yn ymateb i anghenion newidiol, gan hyrwyddo urddas, annibyniaeth a lles.
- Arwain, cefnogi, goruchwyllo a datblygu staff drwy oruchwyliaeth reolaidd, gwerthuso, hyfforddiant, a rheoli perfformiad clir, gan feithrin diwylliant cadarnhaol a safonau proffesiynol.
- Goruchwyllo gweinyddu, cofnodi, archwilio a monitro meddyginiaeth yn ddiogel, gan sicrhau bod prosesau sicrwydd ansawdd cadarn ar waith a bod staff yn gymwys.
- Cynnal cydymffurfiaeth â gofynion statudol a rheoleiddiol, gan gynnwys diogelu, iechyd a diogelwch, diogelu data, adrodd ar ddigwyddiadau, ac atal a rheoli heintiau.
- Rheoli rotas staffio, cynllunio'r gweithlu, a dyrannu adnoddau i sicrhau lefelau staffio priodol bob amser, gan ymateb i newidiadau sydyn mewn galw am wasanaeth.
- Adeiladu a chynnal perthnasau proffesiynol, trugarog â phreswylwyr, teuluoedd, staff, asiantaethau allanol, arolygwyr AGC, gweithwyr iechyd a sefydliadau partner.
- Cynrychioli'r gwasanaeth o fewn y sefydliad ehangach, gan gyfrannu at gynllunio strategol, adrodd a chydweithio ar brosiectau fel y bo'n ofynnol.

- Darparu goruchwyliaeth dros weithrediadau arlwyio, gan sicrhau bod safonau hylendid bwyd, rheoli alergenau, a darpariaeth prydau yn cydymffurfio â deddfwriaeth, canllawiau ac anghenion asesedig preswylwyr.
- Sicrhau bod trefniadau cynnal a chadw yn cefnogi amgylchedd diogel, cydymffurfiol, gan gynnwys atgyweiriadau, rheoli asedau, gwiriadau iechyd a diogelwch, a chydlynw â chontractwyr neu dimau cyfleusterau corfforaethol.
- Rheoli ardaloedd wedi'u prydlesu neu a feddiannir yn allanol ar y safle, gan sicrhau bod defnyddwyr yn cadw at gytundebau, disgwyliadau diogelu, diogelwch y safle, a phrotocolau gweithredol.
- Arwain prosesau sicrhau ansawdd gan gynnwys archwiliadau, cynlluniau gweithredu, adolygiadau gwasanaeth, a mentrau gwella parhaus, gan sicrhau bod dysgu'n cael ei wreiddio ar draws y tîm.

Gwiriad Gwasanaeth Datgelu a Gwahardd*: DBS Enhanced Barred Adult

Cofrestriad/Aelodaeth Broffesiynol Hanfodol: Social Care Wales

Manyleb Person

Gofynion Hanfodol

Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Hanfodol:

- Diploma Lefel 5 mewn Arweinyddiaeth ar gyfer Gwasanaethau Iechyd a Gofal Cymdeithasol (Ileoliadau Cofrestredig i Oedolion) Cymru a Gogledd Iwerddon, neu gymhwyster blaenorol a nodir gan Ofal Cymdeithasol Cymru, neu barodrwydd i'w gwblhau o fewn cyfnod o 12 mis.
- Cymhwyster dementia Lefel 5 neu gyfwerth. a hefyd;
- Ymrwymiad profedig i ddatblygiad proffesiynol parhaus a hyfforddiant.

Profiad Hanfodol:

- Profiad sylweddol o weithio mewn amgylchedd cartref gofal preswyl, yn ddelfrydol yn cefnogi pobl sy'n byw gyda dementia.
- Profiad amlwg o arwain, goruchwyllo a rheoli timau staff, gan gynnwys rheoli perfformiad a datblygiad y gweithlu.
- Profiad o wreiddio a chynnal gofal person-ganolog o ansawdd uchel ar draws gwasanaeth.
- Profiad o gymhwyso Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru) 2014 a RISCA mewn arfer gweithredol dyddiol.
- Profiad o reoli newid mewn gwasanaeth cymhleth, gan gynnwys datblygu arferion a chefnogi staff drwy gyfnodau pontio.
- Medrus wrth oruchwyllo arferion gweinyddu meddyginiaeth ddiogel, gan gynnwys monitro cymhwysedd staff, sicrhau cadw cofnodion cywir (Siartiau MAR), a chynnal cydymffurfiaeth â pholisïau sefydliadol a safonau rheoleiddiol.
- Medrus wrth sicrhau arferion trin a chario diogel a'r defnydd cywir, cynnal a monitro offer symud a chario yn unol â pholisïau lechyd a Diogelwch a sefydliad.
- Profiad o weithio mewn partneriaeth â gweithwyr iechyd proffesiynol, rheoleiddwyr, teuluoedd, asiantaethau allanol a sefydliadau cymunedol.
- Profiad profedig mewn sicrhau ansawdd, archwilio, gwella gwasanaeth ac ymateb i ganfyddiadau arolygiadau rheoleiddiol.
- Profiad o gyfranogiad preswylwyr a datblygu cynlluniau gweithgareddau person-ganolog i gefnogi eu llesiant.
- Profiad mewn arferion diogelu, asesu risg a sicrhau amgylcheddau gweithio diogel.
- Profiad rheoli gweithredol gan gynnwys rotas, staffio, adroddiadau digwyddiadau, cadw cofnodion, goruchwyllo cynnal/atgyweirio ac arwain gwasanaeth dyddiol.
- Profiad o gynnal logiau cynnal a chadw cywir ac escaladu materion diogelwch brys.
- Profiad o oruchwyllo neu gefnogi swyddogaethau cyfleusterau, dyn llaw ac arddio yn ystod newidiadau staffio.
- Profiad mewn Atal a Rheoli Heintiau, gan gynnwys cefnogi ac weithredu mesurau yn ystod digwyddiadau cadarnhawyd.
- Profiad o sicrhau bod y cartref yn cwrdd â safonau hylendid bwyd statudol a rheoleiddiol ac oruchwyllo gweithrediadau'r gegin.
- Gwybodaeth a phrofiad o ddatblygu ac weithredu mentrau maethiad a hydradiad i fodloni anghenion amrywiol preswylwyr.

Sgiliau ymarferol/personol hanfodol:

- Y gallu i reoli grŵp staff mawr (100+)
- Competence to support, develop and coach staff to deliver person-centred care
- Y gallu i ddarparu gorchudd rheoli ar draws lleoliadau cofrestredig fel rhan o rota (model cymorth rheoli 7 diwrnod)
- Sgiliau trefnu cryfion i sicrhau rhedeg diogel cartref preswyl mawr, gan gynnwys goruchwyllo trefnau dyddiol, rotas staffio, ymateb i ddigwyddiadau ac arwain argyfwng.
- Y gallu i oruchwyllo cyllidebau, cyflenwadau, offer ICT ac adnoddau hanfodol sy'n angenrheidiol ar gyfer rhedeg y cartref
- Y gallu i fodloni pob gofyniad rheoleiddio CIW ac sicrhau bod staff yn deall eu cyfrifoldebau o dan RISCA a Deddf Gwasanaethau Cymdeithasol a Llesiant (Cymru)
- Sgiliau i oruchwyllo a rheoli cyllideb y cartref, sicrhau defnydd effeithiol o adnoddau, monitro gwariant, a chynnal atebolrwydd ariannol yn unol â gweithdrefnau'r sefydliad.
- Sgiliau i adolygu, gweithredu a chynnal polisïau, gweithdrefnau, asesiadau risg a safonau cydymffurfio ar draws y gwasanaeth.
- Y gallu i arwain a chyfrannu at archwiliadau, gweithgareddau sicrhau ansawdd, ac ymgorffori gwelliannau yn dilyn adborth arolygu neu reoleiddiol.
- Dealltwriaeth gref a chymhwysiad o arferion diogelu i oedolion mewn perygl, gan gynnwys ymateb i risg uniongyrchol a chefnogi ymchwiliadau.
- Y gallu i adnabod, lliniaru ac esgyn risgiau gwasanaeth (clinigol, amgylcheddol, staffio, gweithredol)
- Sgiliau i sicrhau cynllunio gofal sy'n gyson ac yn ganolog i'r person, gan gynnwys cefnogi oedolion ag anghenion hirdymor, dementia a chyflyrau cymhleth.
- Y gallu i fonitro canlyniadau, llesiant ac effeithiolrwydd y gwasanaeth, gan gynnwys monitro perfformiad a gwelliannau gwasanaeth.
- Y gallu i sicrhau cadw at bolisïau iechyd a diogelwch a chyfarwyddiadau trin â llaw o fewn y cartref.
- Goruchwyllo cynnal a chadw adeiladau, gwiriadau diogelwch a gofynion rheoleiddio ar gyfer cartrefi preswyl.
- Sgiliau cyfathrebu cryfion i gyfathrebu â phartneriaid iechyd, gwasanaethau cymdeithasol, teuluoedd, timau diogelu ac asiantaethau allanol.
- Y gallu i ymgysylltu â theuluoedd, preswylwyr a phartneriaid cymunedol i gefnogi llesiant a thryloywder y gwasanaeth.
- Hyfedredd ymarferol mewn systemau ICT (tabledi, gliniaduron, dyfeisiau symudol) i gwblhau adrodd, cynllunio gofal a thasgau llywodraethu.
- Y gallu i gynhyrchu cofnodion, adroddiadau a dogfennau cywir ar gyfer diogelwch mewnol ac allanol.

Sgiliau Iaith Saesneg: Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd.

Gwranddo a Siarad:

- **Lefel 5:** Medru cyfrannu'n rhugl a hyderus yng nghyswllt pob agwedd ar y gwaith beunyddiol, gan gynnwys trafod a chynghori ar faterion technegol, arbenigol neu sensitif.

Sgiliau Darllen

- **Lefel 5:** Gallu deall adroddiadau, dogfennau ac erthyglau y mae'n debygol o ddod ar eu traws yn ystod y gwaith, gan gynnwys cysyniadau cymhleth wedi'u mynegi yn nhermau astrus..

Sgiliau Ysgrifennu

- **Lefel 5:** Medru llunio gohebiaeth fusnes, adroddiadau byr, negeseuon e-bost a llenyddiaeth hysbysrwydd i safon dderbyniol gyda chymorth cymhorthion iaith. Medru llunio nodiadau manwl tra'n cymryd rhan lawn mewn cyfarfod.

Sgiliau Iaith Gymraeg: Bydd angen y sgiliau ieithyddol canlynol o fewn 2 flynedd i'r penodiad.

Gwranddo a Siarad:

- **Lefel 3:** Medru deall a chymryd rhan yn y rhan fwyaf o sgysiau arferol o ddydd i ddydd yn y swyddfa. Medru cynnig cyngor i'r cyhoedd ar faterion cyffredinol mewn perthynas a'r swydd, er yn gorfod troi i Saesneg ar gyfer termau technegol neu arbenigol. Medru cyfrannu i gyfarfod neu gyflwyniad ar faterion cyffredinol mewn perthynas a'r swydd, er yn gorfod troi i Saesneg ar gyfer termau technegol neu arbenigol.

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:

- Cymhwyster arweinyddiaeth neu reoli cydnabyddedig e.e. ILM Lefel 5 neu uwch.
- Cymhwyster Lefel 4 neu 5 mewn Gofal Dementia, Nam Gwybyddol, neu Ymarfer Dementia Uwch (yn cefnogi gofynion amgylchedd arbenigol dementia)
- Cymhwyster mewn Sicrhau Ansawdd, Archwilio, neu Wella Gwasanaeth sy'n berthnasol i ofal cymdeithasol.
- Cymhwyster Iechyd a Diogelwch cydnabyddedig (e.e. IOSH Managing Safely) i gefnogi goruchwyliaeth weithredol mewn lleoliad mawr a chymhleth.

- Hyfforddiant achrededig mewn Atal a Rheoli Haint y tu hwnt i'r lefel orfodol
- Cymhwyster hyfforddi, mentora, neu ddatblygu staff cydnabyddedig sy'n cefnogi arwain timau mawr.
- Cymhwyster mewn Rheoli Prosiect neu Newid, megis PRINCE2

Profiad Dymunol:

- Profiad o gyfathrebu â chyrrff statudol a gwirfoddol ynghylch mentrau cydweithredol.
- Profiad o weithredu trawsnewid digidol, megis systemau cynllunio gofal newydd, offer gofal â gallu technolegol neu ddangosfyrddau ansawdd digidol.
- Profiad o gynllunio, cydlynu neu gefnogi prosiectau adnewyddu mawr neu wella ystâd mewn lleoliad preswyl gweithredol.
- Profiad o ddatblygu fframweithiau ymgysylltu â thrigolion a theuluoedd, dulliau cydgynhyrchu neu systemau adborth strwythuredig.
- Profiad o reoli neu gefnogi digwyddiadau mawr, ymatebion argyfwng neu ddigwyddiadau parhad busnes ar lefel y gwasanaeth.
- Profiad o gydlynu ymatebion cymhleth, aml-asantiaeth ar gyfer unigolion ag anghenion uchel neu gynyddu.
- Profiad o fewnblannu llywodraethu ansawdd, gan gynnwys archwiliadau thematig, dadansoddi tueddiadau risg a chylchoedd gwella.
- Profiad o weithredu cynlluniau perfformiad staff.
- Profiad o gyfathrebu â chyrrff statudol a gwirfoddol ynghylch mentrau cydweithredol.

Sgiliau ymarferol/personol dymunol:

- Y gallu i arwain ac ysbrydoli newid diwylliant ar draws y gwasanaeth ac ymgorffori ffyrdd newydd o weithio.
- Medrus wrth ddatblygu cynllunio strategol y gweithlu, datblygiad talent a llwybrau olynu.
- Galluoedd i ymgysylltu'n hyderus â rheoleiddwyr allanol (CIW), comisiynwyr a thimau arolygu ar lefel strategol.
- Medrus wrth ddefnyddio dashfwrdd data, offer llywodraethu digidol ac analytig i lywio gwelliant gwasanaeth.
- Galluoedd i ddylunio a darparu amgylcheddau arbenigol sy'n gyfeillgar i dementia a rwtinau gweithredol sy'n canolbwyntio ar les.
- Medrus wrth adeiladu dulliau cyd-gynhyrchu gyda phreswylwyr, teuluoedd a phartneriaid cymunedol.
- Galluoedd i reoli gwasanaethau contractedig (arlwyo, cyfleusterau, glanhau) i sicrhau darpariaeth o ansawdd uchel.
- Medrus wrth ddatblygu systemau sicrhau ansawdd gwasanaeth-eang, gan gynnwys dadansoddi tueddiadau a chylchoedd gwelliant.
- Galluoedd cryf i arwain yn ystod digwyddiadau cymhleth, argyfyngau neu ddigwyddiadau parhad busnes.
- Galluoedd i oruchwylio gwelliannau i'r ystâd, adnewyddiadau neu brosiectau gwella amgylcheddol.
- Medrus wrth wreiddio gofal sy'n cael ei alluogi gan dechnoleg, technoleg gynorthwyol a thrawsnewid digidol.
- Y gallu i gyfathrebu gweledigaeth strategol a blaenoriaethau gwasanaeth yn glir i gynullleidfaoedd amrywiol.
- Yn fedrus wrth greu timau seicolegol ddiogel a gwydn drwy hyfforddi a gweithdrefn adfyfyriol.
- Y gallu i adeiladu rhwydweithiau proffesiynol cynhyrchiol gyda sefydliadau ieuchyd, y sector gwirfoddol a chymunedol

Job Description

Job Title: Registered Manager - Hafan y Waun Residential Care Home, Aberystwyth

Pay Grade: 12: £46,142 - £48,226 per annum

Job Evaluation Post Ref: JD 1890

Main Purpose of the Job:

The Registered Manager at Hafan y Waun is responsible for the overall leadership, management, and regulatory compliance of the care home, ensuring high-quality, person-centred care for all residents. The post holder provides clear direction to staff, maintains a safe and supportive environment, and ensures that the home operates in line with Ceredigion County Council policies, CIW regulatory requirements, and all relevant legislation.

They will lead on service development, workforce management, and continuous improvement, ensuring that care delivery is responsive, dignified, and tailored to individual needs. The Registered Manager fosters strong relationships with residents, families, staff, and external partners, promoting a positive culture and ensuring that Hafan y Waun provides a compassionate, professional, and well-run service.

Key Tasks & Responsibilities:

- Provide effective leadership and day-to-day management of Hafan y Waun, ensuring the service delivers safe, high-quality, person-centred care in line with Care Inspectorate Wales (CIW) regulations, RISCA requirements, and Ceredigion County Council policies.
- Ensure that all residents' care and support plans are accurate, up to date, regularly reviewed, and responsive to changing needs, promoting dignity, independence, and wellbeing.
- Lead, support, supervise, and develop staff through regular supervision, appraisal, training, and clear performance management, fostering a positive culture and professional standards.
- Oversee safe administration, recording, auditing, and monitoring of medication, ensuring robust quality assurance processes and staff competency.
- Maintain compliance with statutory and regulatory requirements, including safeguarding, health & safety, data protection, incident reporting, and infection prevention and control.
- Manage staff rotas, workforce planning, and resource allocation to ensure appropriate staffing levels at all times, responding to sudden changes in service demand.
- Build and maintain professional, compassionate relationships with residents, families, staff, external agencies, CIW inspectors, health professionals, and partner organisations.
- Represent the service within the wider organisation, contributing to strategic planning, reporting, and collaborative workstreams as required.

- Provide oversight of catering operations, ensuring food hygiene standards, allergen management, and meal provision comply with legislation, guidance, and residents' assessed needs.
- Ensure maintenance arrangements support a safe, compliant environment, including repairs, asset management, health & safety checks, and coordination with contractors or corporate facilities teams.
- Manage leased or externally occupied areas on site, ensuring users adhere to agreements, safeguarding expectations, site security, and operational protocols.
- Lead quality assurance processes including audits, action plans, service reviews, and continuous improvement initiatives, ensuring learning is embedded across the team.

Disclosure & Barring Service Check*: DBS Enhanced Barred Adult

Essential Professional Registration / Membership: Social Care Wales

Person Specification

Essential Requirements

Essential Academic / Professional / Technical / Vocational Qualifications:

Essential Academic / Professional / Technical / Vocational Qualifications:

- Level 5 Diploma in Leadership for Health and Social Care Services (Adult's Registered settings) Wales and Northern Ireland or a predecessor qualification laid down by Social Care Wales or with the willingness to complete within a 12 month period.
- A level 5 dementia qualification or equivalent.
- and, a;
- Proven commitment to ongoing professional development and training.

Essential experience:

- Substantial experience working within a residential care home environment, ideally supporting people living with dementia.
- Demonstrable experience leading, supervising, and managing staff teams, including performance management and workforce development.
- Experience embedding and sustaining high-quality person-centred care across a service.
- Experience applying the Social Services & Well-being (Wales) Act 2014 and RISCA in daily operational practice.
- Experience managing change within a complex service, including developing practice and supporting staff through transition.
- Skilled in overseeing safe medication administration practices, including monitoring staff competency, ensuring accurate record-keeping (MAR Charts), and maintaining compliance with organisational policies and regulatory standards.
- Skilled in ensuring safe manual handling practices and the correct use, maintenance and monitoring of moving and handling equipment in line with Health and Safety and organisational policies.
- Experience of partnership working with health professionals, regulators, families, external agencies and community organisations.
- Proven experience in quality assurance, audit, service improvement and responding to regulatory inspection findings.
- Experience of resident participation and development of person-centred activity plans supporting their wellbeing.
- Experience in safeguarding practice, risk assessment and ensuring safe working environments.
- Operational management experience including rotas, staffing, incident reporting, record-keeping, maintenance/repairs oversight and daily service delivery.
- Experience of maintain accurate maintenance logs and escalating urgent safety issues.
- Experience overseeing or supporting facilities, handyman and gardening functions during staffing changes.
- Experience in Infection Prevention and Control, including supporting and implementing measures during confirmed incidents.
- Experience that the home meets statutory and regulatory food hygiene standards and oversight of kitchen operations.
- Knowledge and experience of developing and implementing nutrition and hydration initiatives to meet the varied needs of residents.

Essential practical/personal skills:

- Ability to line-manage a large staff group (100+)
- Competence in supporting, developing and coaching staff to deliver person-centred care
- Ability to provide management cover across registered settings as part of a rota (7-day management support model)
- Strong organisational skills to ensure safe running of a large residential home, including oversight of daily routines, staffing rotas, incident response and crisis management.
- Ability to oversee budgets, supplies, ICT equipment and essential resources required for running the home
- Ability to meet all CIW regulatory requirements and ensure staff understand their responsibilities under RISCA and the Social Services & Wellbeing (Wales) Act
- Skilled in overseeing and managing the home's budget, ensuring effective use of resources, monitoring expenditure, and maintaining financial accountability in line with organisational procedures.
- Skilled in reviewing, implementing and maintaining policies, procedures, risk assessments and compliance standards across the service.
- Ability to lead and contribute to audits, quality assurance activity, and embed improvements following inspection or regulatory feedback.
- Strong understanding and application of safeguarding practice for adults at risk, including responding to immediate risk and supporting investigations.
- Ability to identify, mitigate and escalate service risks (clinical, environmental, staffing, operational)
- Skilled in ensuring consistent person-centred care planning, including support adults with long-term needs, dementia and complex conditions.
- Ability to monitor outcomes, wellbeing and service effectiveness, including performance monitoring and service improvements.
- Ability to ensure the observance of health and safety policies and manual handling directives within the home.
- Oversight of building maintenance, safety checks and regulatory requirements for residential homes.
- Strong communication skills to liaise with health partners, social services, families, safeguarding teams and external agencies.
- Ability to engage with families, residents and community partners to support wellbeing and service transparency.
- Practical proficiency in ICT systems (tablets, laptops, mobile devices) to complete reporting, care planning and governance tasks.
- Ability to produce accurate records, reports and documentation for internal and external security.

English Language Skills: You must possess the following linguistic skills when you start the position.

Listening & Speaking

- **Level 5:** Can contribute fluently and confidently in relation to all aspects of day-to-day work, including discussing and advising upon technical, specialist or sensitive matters.

Reading Skills

- **Level 5:** Can understand reports, documents and articles he/she is likely to read during his/her work, including complicated concepts expressed in abstruse terms.

Writing Skills

- **Level 5:** Can write business correspondence, short reports, e-mail messages and information literature to an acceptable standard with the assistance of language tools. Can write detailed notes in a meeting whilst contributing fully.

Welsh Language Skills: The following linguistic skills will be required within 2 years of appointment.

Listening & Speaking

- **Level 3:** Can understand and participate in most day-to-day non-technical conversations in the office. Can advise the public on general matters within own area of work, but must turn to preferred language for technical or specialist terms. Can contribute to meetings or presentations within own area of work, but must turn to preferred language for technical or specialist terms.

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.
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Desirable Requirements

Desirable Academic / Professional / Technical / Vocational Qualifications:

- A recognised leadership or management qualification e.g. ILM Level 5 or above.
- A Level 4 or 5 Level qualification in Dementia Care, Cognitive Impairment, or Advanced Dementia Practice (supporting the demands of a dementia specialist environment)
- A qualification in Quality Assurance, Audit, or Service Improvement relevant to social care.
- A recognised Health and Safety qualification (e.g. IOSH Managing Safely) to support operational oversight of a large, complex setting.
- Accredited training in Infection Prevention and Control beyond mandatory level
- A recognised coaching, mentoring, or staff development qualification supporting leadership of large teams.
- A qualification in Project or Change Management, such as PRINCE2

Desirable experience:

- Experience of liaising with statutory and voluntary agencies regarding collaborative ventures.
- Experience implementing digital transformation, such as new care planning systems, technology enabled care tools or digital quality dashboards.
- Experience planning, coordinating or supporting major refurbishment or estate improvement projects in live residential setting.
- Experience developing resident and family engagement frameworks, co-production approaches or structured feedback systems.
- Experience managing or supporting major incidents, emergency responses or business continuity events at a service-side level.
- Experience coordinating complex, multi-agency responses for individuals with high or escalating needs.
- Experience embedding quality governance, including thematic audits, risk trend analysis and improvement cycles.
- Experience of implementing staff performance schemes
- Experience of liaising with statutory and voluntary agencies regarding collaborative ventures.

Desirable practical/personal skills:

- Ability to lead and inspire service-wide culture change and embed new ways of working.
- Skilled in developing strategic workforce planning, talent development and succession pathways.
- Ability to engage confidently with external regulators (CIW), commissioners and inspection teams at a strategic level.
- Skilled in using data dashboards, digital governance tools and analytics to inform service improvement.
- Ability to design and deliver specialist dementia-friendly environments and wellbeing-focused operational routines.

- Skilled in building co-production approaches with residents, families and community partners.
- Ability to manage contracted services (catering, facilities, cleaning) to ensure high-quality delivery.
- Skilled in developing service-wide quality assurance systems, including trend analysis and improvement cycles.
- Strong ability to lead during complex incidents, emergencies or business continuity events.
- Ability to oversee estate improvements, refurbishments or environmental enhancement projects.
- Skilled in embedding technology-enabled care, assistive technology and digital transformation.
- Ability to communicate strategic vision and service priorities clearly to diverse audiences.
- Skilled in creating psychologically safe, resilient teams through coaching and reflective practice.
- Ability to build productive professional networks with health, voluntary sector and community organisations.