CYNGOR SIR CEREDIGION

DISGRIFIAD SWYDD

TEITL Y SWYDD:	Rheolwr Corfforaethol: Refeniw, Budd-daliadau ac Asesiadau Ariannol
GWASANAETH:	Cyllid a Chaffael
GRADD:	15: £58,823 - £60,986 y flwyddyn
YN ATEBOL I:	Swyddog Arweiniol Corfforaethol Gweithredol: Cyllid a Chaffael
LLEOLIAD:	Canolfan Rheidol, Aberystwyth
ORIAU GWAITH:	37 awr

PRIF BWRPAS Y SWYDD:

- Bod yn Rheolwr Corfforaethol ac yn gynghorydd arweiniol i'r Cyngor ar:
  - Bilio a chasglu Treth y Cyngor (gan gynnwys rheoli ôl-ddyledion)
  - Bilio a chasglu Trethi Annomestig (gan gynnwys rheoli ôl-ddyledion)
  - Budd-daliadau Tai
  - Diwygio Lles
  - Cynllun Gostyngiadau Treth y Cyngor
  - Asesiadau Ariannol Gwasanaethau Cymdeithasol
- Darparu cyswllt allweddol â Swyddogion Arweiniol Corfforaethol a gweithio gyda Rheolwyr Corfforaethol eraill i sicrhau bod timau'n cael eu rheoli'n gyson i gyflawni amcanion strategol a chorfforaethol a bod y rhain yn cael eu cydlynu a'u gweithredu'n effeithiol ar draws pob maes Gwasanaeth.
- Er bod gan Reolwyr Corfforaethol gyfrifoldeb penodol i reoli tîm a/neu swyddogaeth, mae ganddynt gyfrifoldeb corfforaethol i sicrhau bod yr holl weithgareddau a chamau gweithredu'r gwasanaeth yn cael eu rheoli i gefnogi amcanion a safonau strategol y Cyngor.
- Gweithio'n greadigol a chefnogi'r nod strategol i gyrraedd y safonau uchaf posibl o ran perfformiad yng ngwasanaethau Cyngor Sir Ceredigion.

PRIF GYFRIFOLDEBAU:

Rheoli

- Arwain a rheoli'r Gwasanaeth Refeniw, Budd-daliadau ac Asesiadau Ariannol yng Ngheredigion gyda thîm o tua 30 o staff, gan gynnwys adroddiadau uniongyrchol ar gyfer y 3 thîm canlynol - tîm Refeniw, tîm Budd-daliadau ac Asesiadau Ariannol a thîm Datblygu a Rheoli.
- Sicrhau bod canolbwyntio ar y dinesydd yn cael ei hyrwyddo bob amser.

- Cynorthwyo Swyddogion Arweiniol Corfforaethol i ddatblygu cynigion a chynlluniau busnes ar gyfer meysydd gwasanaeth penodol.
- Cyfrannu at osod monitro a rheoli cyllidebau a chymorth gwasanaethau a chynghori rheolwyr ar baratoi a monitro cyllidebau ar gyfer gwasanaethau.
- Darparu cyngor a chymorth proffesiynol yn fewnol ac yn allanol fel y bo'n briodol a nodi opsiynau ar gyfer gweithredu.
- Gweithio a chefnogi Swyddogion Arweiniol Corfforaethol i ddarparu'r cyngor a'r cymorth angenrheidiol mewn meysydd arbenigol penodol i lunio a gweithredu polisïau perthnasol ac effeithiol.
- Cynnal a hyrwyddo perthnasoedd gwaith agos gyda rhanddeiliaid mewnol ac allanol a etholwyd yn Aelodau, cydweithwyr a sefydliadau allanol.
- Gweithio mewn cydweithrediad â sefydliadau eraill i sicrhau'r buddion mwyaf posibl i'r Cyngor a thrigolion Ceredigion.
- Eirioli barn y gwasanaeth ar faterion i gyrff mewnol ac allanol o dan arweiniad uwch reolwyr.
- Cyfarwyddo yn ôl yr angen, o fewn partneriaethau allanol y Cyngor.

Rheoli Ansawdd a Pherfformiad

- Sicrhau bod anghenion defnyddwyr y gwasanaeth yn cael eu deall a'u diwallu'n llawn wrth ddarparu a gwella gwasanaethau.
- Sicrhau bod gwasanaethau'n cael eu rheoli a'u darparu mewn ffordd gydlynol ac yn unol â pholisïau a safonau y cytunwyd arnynt a hefyd yn unol â phrosesau llywodraethu democrataidd y Cyngor.
- Cynorthwyo'r Swyddog Arweiniol Corfforaethol i sicrhau bod polisïau a gweithdrefnau yn cael eu diweddaru i adlewyrchu deddfwriaeth gyfredol ac arfer gorau.
- Gwerthuso ac adrodd yn rheolaidd ar berfformiad y tîm mewn perthynas â chynlluniau gwasanaeth statudol ac anstatudol, cynlluniau busnes a dangosyddion perfformiad.
- Cynorthwyo i nodi, caffael a defnyddio adnoddau ar gyfer y tîm a'r gwasanaeth i gyflawni ei amcanion.
- Cynorthwyo i nodi a dilyn ffynonellau cyllid allanol priodol a ffynonellau eraill o ddarparu gwasanaethau, e.e. drwy weithio mewn partneriaeth i ddarparu gwasanaethau'r Cyngor.
- Cynorthwyo'r Swyddog Arweiniol Corfforaethol i gynnal ymwybyddiaeth o'r dirwedd newidiol ar gyfer gwasanaethau cyhoeddus, gan ymchwilio i arferion cenedlaethol a lleol wrth ddarparu gwasanaethau, er mwyn mynd ati i herio a datblygu atebion arloesol ar y ffordd y caiff gwasanaethau eu darparu i sicrhau perfformiad parhaus.
- Sicrhau safonau uchel o berfformiad yr holl staff o fewn y tîm a'r gwasanaeth, cydnabod perfformiad da a mynd i'r afael â pherfformiad gwael yn gadarnhaol ac yn effeithiol.
- Cynnal trosolwg o risgiau gwasanaeth, gan gynnwys delio â chwynion mewn modd amserol.
- Gweithio gyda Rheolwyr Corfforaethol eraill i ddarparu gwasanaethau Cyngor effeithiol ac effeithlon.
- Bod yn barod i ymateb yn gyflym ac yn hyblyg i anghenion y Cyngor, cwsmeriaid a phartneriaid.

- Hyrwyddo cyfle cyfartal wrth ddarparu gwasanaethau ac arferion cyflogaeth fel bod y Cyngor yn cyflawni ei rwymedigaethau moesol a chyfreithiol fel cyflogwr cyfle cyfartal.
- Ymgymryd ag unrhyw ddyletswyddau eraill sy'n gymesur â lefel a disgwyliad y swydd, gan gynnwys cynllunio brys; rheoli a chydlynu ymateb; rheoli risg; a diogelu.

Cyfathrebu

- Adolygu'r dulliau cyfathrebu presennol gyda staff i sicrhau bod y rhain yn effeithiol ac yn annog adborth dwyffordd.
- Hyrwyddo'r awydd i gyfathrebu'n hyderus yn fewnol ac allanol.
- Cynorthwyo'r Swyddog Arweiniol Corfforaethol i gynnal cyswllt effeithiol rhwng Aelodau etholedig, a, lle bo hynny'n briodol, darparu gwybodaeth a chyngor cynhwysfawr fel bod materion angenrheidiol yn cael eu cyfeirio at Aelodau i'w trafod a'u penderfynu'n brydlon.

Swyddogaethol

- Bod yn gyfrifol am swyddogaethau bilio a chasglu Treth y Cyngor (gan gynnwys rheoli ôl-ddyledion), bilio a chasglu Trethi Annomestig (gan gynnwys rheoli ôl-ddyledion), Budd-daliadau Tai, Diwygio Lles, Cynllun Gostyngiadau Treth y Cyngor ac Asesiadau Ariannol y Gwasanaethau Cymdeithasol - gan gynnwys systemau, datblygiadau a rheolaethau cysylltiedig - o fewn Cyngor Sir Ceredigion.
- Bod yn rheolwr arweiniol o fewn y Cyngor ar gyfer pob mater Refeniw, Budd-daliadau ac Asesiadau Ariannol.
- Sicrhau rheolaeth effeithiol ac effeithlon o'r Gwasanaeth Refeniw, Budd-daliadau ac Asesiadau Ariannol.
- Nodi gofynion proffesiynol a rheoleiddiol ac arfer gorau mewn Refeniw, Budd-daliadau ac Asesiadau Ariannol a chyfrannu at ddatblygu a gweithredu safonau cydymffurfio priodol.

CYNGOR SIR CEREDIGION

Rheolwr Corfforaethol:

Refeniw, Budd-daliadau ac Asesiadau Ariannol

MANYLEB PERSON

	Hanfodol neu Ddymunol
Cymwysterau	
Addysg hyd at lefel gradd mewn pwnc perthnasol neu brofiad cyfatebol	Hanfodol
Aelodaeth o Institute of Revenues, Rating & Valuation (IRRV Honours) neu brofiad proffesiynol cyfatebol y gellir ei ddangos mewn rôl rheolaeth ganol	Hanfodol
Tystiolaeth o Ddatblygiad Proffesiynol Parhaus	Hanfodol
Cymhwyster Uwch Reolwyr cydnabyddedig sy'n cyfateb i NVQ Lefel 5 neu brofiad proffesiynol cyfatebol y gellir ei ddangos mewn rôl rheolaeth ganol	Hanfodol
Profiad gyda Llywodraeth Leol	
Dealltwriaeth o rôl aelodau etholedig a'r broses o wneud penderfyniadau mewn amgylchedd gwleidyddol	Hanfodol
Profiad o weithio o fewn llywodraeth leol gan gynnwys ymwybyddiaeth o gyd-destun gwleidyddol y rôl a sensitifrwydd iddo	Dymunol
Gwybodaeth drylwyr o'r fframweithiau polisi cenedlaethol y mae'r Cyngor yn gweithredu ynddynt.	Hanfodol
Profiad o Reoli	
Profiad o reoli tîm/swyddogaeth berthnasol yn llwyddiannus a dangos cyflawniad wrth ddylanwadu ar berfformiad llwyddiannus a/neu welliant.	Hanfodol
Lleiafswm o 3 mlynedd o brofiad rheoli perthnasol	Hanfodol
Profiad rheoli helaeth a llwyddiannus gan gynnwys tystiolaeth o ymrwymiad, menter, gweledigaeth a hyblygrwydd.	Hanfodol
Cofnod llwyddiannus o ddadansoddi materion, datblygu strategaethau ar gyfer amrywiol asiantaethau ac o greu cynlluniau gwasanaeth yn seiliedig ar anghenion ac sy'n cyflawni gwelliannau ansawdd a chost.	Hanfodol

Darparu Gwasanaeth	
Dealltwriaeth gyflawn o ddeddfwriaeth a rheoleiddio fel y mae'n ymwneud â swyddogaethau a gwasanaethau'r Tîm Cyllid Craidd a gwasanaeth a gefnogir	Hanfodol
Tystiolaeth o ddatblygu polisïau a gweithdrefnau yn llwyddiannus mewn meysydd sydd â chyfrifoldeb penodol sy'n cyflawni canlyniadau o ansawdd uchel	Hanfodol
Hanes o arwain tîm yn llwyddiannus, rheoli a gwella timoedd yn barhaus er mwyn llwyddo i gyflawni gwelliant parhaus yn effeithiol	Hanfodol
Dealltwriaeth lawn o brosesau rheoli perfformiad a chynllunio busnes i sicrhau gwasanaeth sy'n gwella perfformiad yn barhaus	Hanfodol
Rheoli Adnoddau	
Profiad o reoli adnoddau dynol ac ariannol yn unol â pholisïau, blaenoriaethau a gytunwyd ac o fewn fframwaith ffurfiol y safonau cost ac ansawdd	Hanfodol
Gweithio mewn Partneriaeth	
Tystiolaeth o weithio'n llwyddiannus gyda rhanddeiliaid mewnol ac allanol	Hanfodol
Effeithiolrwydd Personol / Sgiliau Allweddol	
Bod yn arweinydd uchel ei barch a phroffesiynol sy'n rheoli ac yn grymuso eu tîm yn rhagweithiol, gan hyrwyddo diwylliant gwaith cadarnhaol yn unol ag ethos Tîm Ceredigion.	Hanfodol
Y gallu i ddefnyddio atebion Microsoft Office 365 a systemau craidd Refeniw a Budd-daliadau.	Hanfodol
Ymwybyddiaeth a dealltwriaeth o egwyddorion Rheoli Prosiectau.	Dymunol
Sgiliau rheoli ac arwain cryf gyda'r gallu i feddwl yn greadigol ac yn arloesol a gweithredu syniadau effeithiol wrth ddangos ein bod yn agored i syniadau newydd	Hanfodol
Ymrwymiad i egwyddorion ac arferion gofal cwsmeriaid, gan sicrhau rhagoriaeth o ran darparu gwasanaethau a chydnabod ei effaith ar ddefnyddwyr y gwasanaeth	Hanfodol
giliau cyfathrebu rhagorol	Hanfodol
Y gallu i weithio o dan bwysau i derfynau amser tynn	Hanfodol
Ymrwymiad clir i gynnal egwyddorion cydraddoldeb ac amrywiaeth	Hanfodol

Amgylchiadau Personol	
Bydd angen i ddeiliad y swydd allu teithio i wahanol leoliadau ledled y sir ar fyr rybudd, gan ddefnyddio cludiant personol, i ymateb yn brydlon i anghenion y gwasanaeth.	Hanfodol
Gallu leithyddol	
Ystyrir bod y gallu i ymgymryd â thasgau'r swyddi uchod drwy gyfrwng y Gymraeg yn hanfodol. Er hynny, gall y Cyngor ystyried ymgeisydd lle cytunir ar yr ymrwymiad i gyrraedd lefel ALTE lefel 3, (llafar), lefel 2 (darllen) a lefel 2 (ysgrifennu) o fewn dwy flynedd	Hanfodol

CEREDIGION COUNTY COUNCIL

JOB DESCRIPTION

POST TITLE:	Corporate Manager: Revenues, Benefits and Financial Assessments
SERVICE:	Finance & Procurement
GRADE:	15**:** £58,823 to £60,986 per annum
ACCOUNTABLE TO:	Executive Corporate Lead Officer: Finance & Procurement
LOCATION:	Canolfan Rheidol, Aberystwyth
HOURS OR WORK:	37 hours

MAIN PURPOSE OF JOB:

- To be the Corporate Manager and lead advisor to the Council on:
  - Council Tax billing, collection (including management of arrears)
  - Non Domestic Rates billing and collection (including management of arrears)
  - Housing Benefits
  - Welfare Reform
  - Council Tax Reduction Scheme
  - Social Services Financial Assessments
- To provide a key link with Corporate Lead Officers and work with other Corporate Managers in ensuring that teams are managed consistently to meet strategic and corporate objectives and that these are effectively co-ordinated and implemented across all service areas
- Whilst Corporate Managers have specific responsibility to manage a team and/or function, they have a corporate responsibility to ensure that all service activities and actions are managed to support Council strategic objectives and standards
- To work creatively and support the strategic goal to achieve the highest possible standards of performance in Ceredigion County Council services and teams

PRINCIPAL ACCOUNTABILITIES:

Managerial

- To lead and manage the Revenues, Benefits & Financial Assessments Service in Ceredigion with a team of approximately 30 staff, including direct reports for the following 3 teams - Revenues team, Benefits & Financial Assessments team and Development & Control team.

- Ensure that a citizen focussed culture is promoted at all times
- To assist Corporate Lead Officers in the development of proposals and business plans for specific service areas
- To contribute to the setting monitoring and control of service budgets and support and advise managers on the preparation and monitoring of budgets for teams/services.
- Provide professional advice and support internally and externally as appropriate and identify options for action
- To work with and support Corporate Lead Officers in providing the necessary advice and support in specific areas of expertise to formulate and implement relevant and effective policies.
- To maintain and promote close working relationships with internal and external stakeholders Elected Members, colleagues and outside organisations
- To work in collaboration with other organisations to achieve maximum benefits for the Council and residents of Ceredigion.
- To advocate the view of the service on issues to internal and external bodies under senior management guidance
- To Act as adviser, as required, within the Council's partnerships with various agencies.

Quality and performance management

- To ensure that the needs of customers are fully understood and catered for in the delivery promotion and improvement of services.
- To ensure that services are managed and delivered in a co-ordinated way and in compliance with agreed policies and standards and also in accordance with the Council's democratic governance processes.
- To assit the Corporate Lead Officer in ensuring that policies and procedures are updated to reflect current legislation and best practice.
- To regularly evaluate and report on team performance against statutory and non-statutory service plans, business plans and performance indicators.
- Assist in identifying, procuring and deploying resources for the team and service to meet its objectives
- To assist in identifying and pursuing sources of appropriate external funding and alternative sources of service delivery e.g. through partnership working to deliver Council services.
- Assist the CLO in maintaining awareness of the changing landscape for public services, researching national and local practices in service delivery, in order to actively challenge and develop innovative solutions on the way services are delivered to ensure continuous performance
- To ensure high standards of performance of all staff within the team and service, acknowledge good performance and tackle poor performance positively and effectively.
- To maintain an overview of service risks, including complaints.
- To work with other Corporate Managers to deliver effective and efficient Council services
- Be prepared to quickly and flexibly react to the needs of the Council, its customers and partners

- Promote equality of opportunity in the delivery of services and employment practices so that the Council meets its moral and legal obligations as an equal opportunity employer
- To undertake any other duties commensurate with the level and expectation of the post, including emergency planning; response management and coordination; risk management; and safeguarding

Communication

- To review existing methods of communication with staff to ensure that these are effective and encourage two-way feedback.
- Promote a culture of strong internal and external communication
- To assist the Corporate Lead Officer in maintaining effective liaison with Elected Members, and where appropriate, provide comprehensive information and advice in order that necessary issues are referred to Members for decision in a timely manner

Functional

- To be responsible for the functions of Council Tax billing and collection (including management of arrears), Non Domestic Rates billing and collection (including management of arrears), Housing Benefits, Welfare Reform, Council Tax Reduction Scheme and Social Services Financial Assessments - including associated systems, developments and controls - within Ceredigion County Council
- To be the lead manager within the Council for all Revenues, Benefits and Financial Assessment matters.
- To ensure the effective and efficient management of the Revenues, Benefits and Financial Assessment Service.
- To identify professional and regulatory requirements and best practice in Revenues, Benefits and Financial Assessments and contribute to the development and implementation of appropriate compliance standards

CEREDIGION COUNTY COUNCIL

CORPORATE MANAGER:

REVENUES, BENEFITS & FINANCIAL ASSESSMENTS

PERSON SPECIFICATION

	Essential or Desirable
Qualifications	
Educated to degree level in a relevant subject or equivalent demonstrable experience	Essential
Membership of Institute of Revenues, Rating & Valuation (IRRV Honours) or equivalent demonstrable professional experience in a middle management role	Essential
Evidence of Continued Professional Development	Essential
A recognised Senior Management qualification equivalent to NVQ Level 5 or equivalent demonstrable experience in a middle management role.	Essential
Local Government Experience	
Understanding of the role of elected members and of the decision-making process in a political environment	Essential
Experience of working within local government including the awareness of and sensitivity to the political context of the role	Desirable
Thorough knowledge of the national policy frameworks within which the Council operates.	Essential
Management Experience	
Experience of successfully managing a relevant team/function and demonstrate achievement in influencing successful performance and or improvement.	Essential
Minimum of 3 years relevant management experience	Essential
Extensive and successful managerial experience including evidence of commitment, initiative, vision and flexibility.	Essential

A successful record of analysing issues, developing strategies on a multi-agency basis and of creating service plans based on needs and which achieve quality and cost improvements	Essential
Service Delivery	
A complete understanding of legislation and regulation as it relates to the Revenues, Benefits and Financial Assessments Service	Essential
Evidence of successful development of policies and procedures in areas of specific responsibility that deliver high quality outcomes	Essential
Track record of successfully leading, managing and continuously improving teams to effectively achieve continual improvement	Essential
A full understanding of performance management and business planning processes to drive continuously improving performance	Essential
Resource Management	
Experience of the management of human and financial resources in accordance with agreed policies, priorities and within the formal framework of cost and quality standards	Essential
Partnership Working	
Evidence of successful working with internal and external stakeholders	Essential
Personal Effectiveness / Key Skills	
To be a respected and professional leader who proactively manages and empowers their team, promoting a positive working culture in line with the ethos of Team Ceredigion.	Essential
Ability to use Microsoft Office365 solutions and core Revenues & Benefits systems.	Essential
An awareness and understanding of Project Management principles	Desirable
Strong management and leadership skills with the ability to think, creatively and innovatively and to put ideas into effective action whilst demonstrating openness to new ideas	Essential
Commitment to the principles and practices of customer care, ensuring excellence in service delivery and recognition of its impact on the service users	Essential
Excellent communication skills	Essential

Ability to work under pressure to tight deadlines	Essential
Clear commitment to uphold the principles of equality and diversity	Essential
Personal Circumstances	
Using their own travel arrangements, the postholder must be able to attend locations across the county at very short notice, in order to respond promptly to operational and service demands.	Essential
Linguistic Ability	
The ability to undertake tasks of the above posts through the medium of the Welsh Language will be regarded as being essential. However, the Council may consider a candidate where the commitment to attain ALTE Level 3 (Spoken), Level 2 (Reading) and Level 2 (Writing) within two years is agreed.	Essential