

Disgrifiad Swydd

Teitl y Swydd	Rheolwr Gwasanaeth – Budd-daliadau ac Asesiadau Ariannol
Gwasanaeth	Cyllid a Chaffael
Graddfa	12
Pwynt/iau Cyflog	35 - 37
Cyflog	£46,142 - £48,226
Pwrpas y Swydd	<p>Rheoli, trefnu, cyflenwi a gwella Gwasanaeth Budd-daliadau Ceredigion yn barhaus gan sicrhau bod cwsmeriaid yn derbyn y lefel gywir o gymorth a chynngor ariannol.</p> <p>Rhoi arweinyddiaeth glir ac effeithiol gan sicrhau bod y weledigaeth o ran gwasanaeth hygyrch, ymatebol, ansoddol a chost effeithiol yn cael ei chyflawni a hyrwyddo diwylliant sy'n cofleidio a chyflawni amcanion corfforaethol ac adrannol.</p>
Lleoliad Gwaith Cytundebol	Gweithio Gartref / Canolfan Rheidol, Aberystwyth
Oriau Gwaith	37
Math o Gytundeb	Llawn-amser
Hyd y Cytundeb	Parhaol
Teitl swydd y Rheolwr Llinell	Rheolwr Corfforaethol: Refeniw, Budd-daliadau ac Asesiadau Ariannol
Cyfrifoldebau Goruchwylio / Rheoli	<p>Mae'r swydd yn cymryd cyfrifoldeb dros 2 dîm – Budd-daliadau (tîm o 8) ac Asesiadau Ariannol (tîm o 4).</p> <p>Cyfrifoldeb uniongyrchol dros Rheolwr y Tîm Budd-daliadau a Rheolwr y Tîm Asesiadau Ariannol.</p>
Atebolrwydd	<p>Mae'r swydd hon yn gofyn am rywun i weithio dan ei fenter ei hun gan adrodd i'r Rheolwr Corfforaethol – Refeniw, Budd-daliadau ac Asesiadau Ariannol am gyngor ac arweiniad yn gymharol anaml.</p> <p>Er bod Yr Adran Gwaith a Phensiynau a Llywodraeth Cymru yn darparu'r rheoliadau ar gyfer y budd-daliadau a weinyddir, bach iawn o ganllawiau sydd. Felly, rhaid i ddeiliad y swydd fod yn flaengar, yn trefnu ymlaen ac yn medru nodi meysydd i'w gwella, ac yn gwb atebol yr un pryd i'r Rheolwr Corfforaethol – Refeniw, Budd-daliadau ac Asesiadau Ariannol.</p> <p>Gliniadur ac offer cyfrifiadurol</p>
Telerau Cytundebol sy'n Gysylltiedig â'r Swydd	
Dyletswyddau a chyfrifoldebau	
<ul style="list-style-type: none"> Cymryd y rhan arweiniol wrth reoli, ysgogi ac arwain staff budd-daliadau yn eu rolau perthnasol gan gynnwys rhoi cyngor, arweiniad a chymorth ar achosion cymhleth a materion staffio. Rheoli'r tîm Asesiadau Ariannol sy'n cynnal Asesiadau Ariannol Gofal Preswyl ac Amhreswyl, llwyth achosion Y Llys Gwarchod, Gwarchodaeth eiddo, a sicrhau y cesglir incwm wedi'i asesu ar gyfer y gwasanaethau Amhreswyl. 	

- Rhoi cyngor a chymorth i staff eraill o fewn gwasanaethau'r Cyngor gan gynnwys Gwasanaethau Cwsmeriaid, Datblygu a Rheoli, y Dreth Gyngor a Thai.
- Goruchwyllo a monitro a sicrhau y gwenir y gorau o Daliadau Disgresiwn at Gostau Tai.
- Dehongli, gweithredu a monitro newidiadau rheoleiddiol sy'n effeithio ar weinyddu Budd-daliadau ac Aseidiadau Ariannol er mwyn sicrhau cydymffurfir â phob rheoliad a deddfwriaeth mewn perthynas â Budd-daliadau Tai a Chynllun Lleihau'r Dreth Gyngor ac Aseidiadau Ariannol.
- Rheoli adnoddau'n sydd ar gael a gwneud y gorau o'r cymhorthdal i weinyddu Budd-daliadau er mwyn cyflenwi gwerth am arian, gwasanaeth sy'n canolbwyntio ar y cwsmer sy'n diwallu anghenion y cwsmeriaid yng Ngheredigion gyda phwyslais cryf ar ddarparu gwasanaeth o safon uchel.
- Defnyddio gwybodaeth reoli i ddadansoddi perfformiad staff er mwyn adolygu arferion gweithio ac ail-ddyrannu adnoddau staff yn unol â hynny er mwyn cyflawni amcanion cyffredinol y Strategaeth Gorfforaethol, Cynllun Busnes Refeniw a Budd-daliadau a'r Adran Gwaith a Phensiynau.
- Monitro perfformiad y gwasanaeth a chynllunio ar gyfer gwelliannau i'r gwasanaeth, paratoi cynlluniau busnes blynyddol lefel 3 gyda thargedau a cherrig milltir. Monitro'n barhaus y cynnydd a chyflawniadau yn sgil gwelliannau a chymryd camau unioni lle bo angen i gyflawni'r cynllun.
- Ymdrin â materion cymhleth a sensitif sy'n ymwneud â gwaith, ynghyd ag ymholiadau a chwynion gan gwsmeriaid, Aelodau Seneddol, Aelodau'r Senedd, Cynghorwyr ac ati.
- Trafod a datrys anghydfod gydag Archwilwyr Allanol ar faterion sy'n ymwneud â Budd-daliadau Tai a Chynllun Lleihau'r Dreth Gyngor.
- Arwain ar drafodaethau gyda sefydliadau allanol, megis cyflenwyr meddalwedd, Yr Adran Gwaith a Phensiynau a Llywodraeth Cymru i sicrhau'r canlyniadau gorau i'r Cyngor a chwsmeriaid.
- Cysylltu ag Adrannau Mewnol ac Asiantaethau Allanol i ddatblygu perthynas waith ragorol yn flynyddol drwy Gytundebau Lefel Gwasanaeth, Memoranda Cydddealltwriaeth a gweithio'n agosach.
- Cymryd rhan arweiniol wrth recriwtio, cyfweld a phenodi aelodau staff newydd.
- Defnyddio ymreolaeth lawn i wneud penderfyniadau yn ôl disgresiwn ar faterion datrys problemau gan gynnwys newid arferion gweithio i wella darpariaeth y gwasanaeth.
- Llundio Polisiâu, Gweithdrefnau a Chanllawiau i'w defnyddio'n fewnol ac allanol gan y Cyhoedd, staff Budd-daliadau, staff cyllid eraill a staff gwasanaethau cwsmeriaid er mwyn glynu at weithio corfforaethol, a chynorthwyo ag ef.
- Cadw'n gyfredol o ran y datblygiadau ym maes cyfrifo, rheoli a gwasanaethau'r Cyngor a meysydd sy'n benodol i'r gwasanaeth.
- Cyflawni'r holl ddyletswyddau a chyfrifoldebau gyda ffocws pendant ar gwsmeriaid a dangos ymrwymiad i ddarparu gwasanaeth o ansawdd.

- Cynorthwyo gyda newidiadau Diwygio Lles ar gyfer pob agwedd, a'i roi ar waith o fewn y Cyngor gan gynnwys gweithio gyda'r Adran Gwaith a Phensiynau (allanol).
- Ymwneud â gweithgorau e.e. ailgynllunio a newid rheoliadau Cynllun Gostyngiadau'r Dreth Gyngor, Llywodraeth Cymru
- Sicrhau y darperir gwybodaeth i'r Gwasanaeth Ymchwilio Twyll (SFIS) ac Archwilio Mewnol, ac y gweithir â nhw i frwydro yn erbyn Twyll.
- Cyflawni dyletswyddau priodol eraill ar gais y Rheolwr Corfforaethol, yn ddibynnol ar anghenion y gwasanaethau ac sy'n gydnaws â phroffil cyffredinol y swydd.

**Cyfeirnod at Ddibenion Gwerthuso
Swyddi**

JD 1032-02

Manyleb y Person

Gofynion Hanfodol	
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	Gradd Brifysgol (2.2 neu uwch) mewn Cyllid, Gweinyddu Busnes neu Y Sefydliad Ardrethu a Phrisio Refeniw neu brofiad cyfwerth y gellir ei ddangos.
Sgiliau Ieithyddol Cymraeg:	<p>Bydd angen y sgiliau ieithyddol canlynol o fewn 2 flynedd i'r penodiad.</p> <p>Gwranddo a Siarad Lefel 3: Medru deall a chymryd rhan yn y rhan fwyaf o sgyrsgiau 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.</p> <p>Sgiliau Darllen Lefel 3: Gallu deall y rhan fwyaf o adroddiadau, dogfennau a gohebiaeth y mae'n debygol o ddod ar eu traws yn ystod y gwaith.</p> <p>Sgiliau Ysgrifennu Lefel 3: Medru llunio negeseuon ac adroddiadau anffurfiol at ddefnydd mewnol.</p>
Sgiliau Ieithyddol Saesneg:	<p>Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> • Yn medru dangos sgiliau arweinyddiaeth cadarn drwy gyfnod o newid sylweddol. • Sgiliau trefnu a chynllunio rhagorol. • Yn medru cyflawni tasgau gyda lefel uchel o gywirdeb, sylw i fanylder a phroffesiynoldeb.

	<ul style="list-style-type: none"> • Lefel uchel o sgiliau trafod a rhyngpersonol ynghyd â'r gallu i gyfathrebu'n effeithiol ag ystod eang o gysylltiadau mewnol ac allanol. • Gwybodaeth drylwyr am ddeddfwriaeth Cynllun Lleihau'r Dreth Gyngor a Budd-daliadau Tai a'r gallu i drosi hyn yn gyfarwyddyd a gweithdrefn glir. • Gwybodaeth am Asesiadau Ariannol ar gyfer Gofal Preswyl ac Dibreswyl. • Yn medru gweithio at derfynau amser ac yn effeithiol wrth reoli llwyth gwaith cymhleth sy'n gwrthdaro ac yn cystadlu â'i gilydd.
Profiad Hanfodol	<ul style="list-style-type: none"> • Isafswm o 5 mlynedd o brofiad ym maes Budd-daliadau Tai a Chynllun Lleihau'r Dreth Gyngor a dylai 3 o'r rhain gynnwys rheoli a goruchwyllo staff. • Gweithio gyda systemau ariannol cyfrifiadurol. • Egwyddorion rheoli (arweinyddiaeth, gweithio mewn tîm, dirprwyo, ysgogi, cynllunio a dyrannu gwaith). • Profiad y gellir ei ddangos o weithio ar eich menter eich hun a datrys problemau mewn modd rhagweithiol gyda'r gallu i ymdrin â phroblemau newydd a chymhleth wrth iddynt godi gan fod yn greadigol wrth gymhwyso gwybodaeth gyfredol mewn ffordd newydd. • Datblygiad Proffesiynol Parhaus.
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	<ul style="list-style-type: none"> • Cwrs Iechyd a Diogelwch 'Supervising Safely' ar gyfer pob Rheolwr Llinell. • Hyfforddiant Personél Recriwtio a Dewis ar gyfer pob Rheolwr Llinell. • Cwblhau'r rhaglen gorfforaethol gynhwysfawr sy'n bodoli ar gyfer Rheolwyr Ceredigion.

Gofynion Dymunol	
Cymwysterau / Hyfforddiant	Profiad o weithio gyda phecynnau meddalwedd y Cyngor, a systemau MRI Revenues and Benefits a Civica 360.
Sgiliau Ymarferol / Personol	

Job Description

Post Name	Service Manager – Benefits & Financial Assessments
Service	Finance and Procurement
Grade	12
Spinal Point/s	35 - 37
Salary	£46,142 - £48,226
Job Purpose	<p>To lead, manage and continuously improve the Benefits Service for Ceredigion, ensuring customers receive the correct financial support and advice.</p> <p>Provide clear, effective leadership to deliver a cost-effective, high-quality, responsive and accessible service, while promoting a culture that supports corporate and section objectives.</p>
Contractual Work Location/Base	Working from Home / Canolfan Rheidol, Aberystwyth
Hours of Work	37
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Corporate Manager – Revenues, Benefits & Financial Assessments
Supervisory/Managerial Responsibilities	<p>The post is responsible for two teams, Housing Benefit (team of 8) and Financial Assessments (team of 4).</p> <p>With direct responsibility for Benefits Team Manager and Financial Assessments Team Manager.</p>
Accountability	<p>This post works under its own initiative, reporting to the Corporate Manager – Revenues, Benefits & Financial Assessments for advice and guidance on a relatively infrequent basis.</p> <p>Although the DWP and Welsh Government provide the regulations for the benefits 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 & Financial Assessments.</p> <p>Laptop and computer equipment.</p>
Contractual Terms Associated with the Post	
Duties and Responsibilities	
<ul style="list-style-type: none"> Take the lead role in managing, motivating and guiding benefit staff within their respective roles including provision of advice, guidance and assistance on complex cases and staffing matters. 	

- To manage the Financial Assessments team that conducts Residential and Non-Residential Care Financial Assessments, court of Protection caseloads, Protection of property, and ensure the collection of assessed income for Non-Residential services.
- Advise and support other staff across Council service areas, including Customer Services, Development and Control, Council Tax and Housing.
- To oversee, monitor and ensure Discretionary Housing Payments are maximised.

Duties and Responsibilities

- Interpret, implement, and monitor changes to regulations affecting Benefits administration and Financial Assessments to ensure that all regulation and legislation in respect of Housing Benefit and the Council Tax Reduction Scheme and Financial Assessments are complied with.
- Manage all resources available and to maximise subsidy for Benefits administration, 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 a high-quality service provision.
- Use management information to analyse and monitor performance of staff to review working practices and reallocate staff resources accordingly to achieve the overall objectives of the Corporate Strategy, Revenues and Benefits Business Plan and Department for Work and Pensions.
- Monitor the performance of the service and plan for service improvements planning, 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.
- Deal with complex and sensitive work-related issues and enquiries and complaints from customers, MPs, MSs, Councillors etc.
- Negotiate and resolve disputes with External Auditors on matters relating to Housing Benefit and Council Tax Reduction Scheme matters.
- Lead on negotiations with external organisations, such as software suppliers, DWP, and Welsh Government to ensure the best outcome for the Council and customers.
- Liaise with Internal Departments and External Agencies to develop excellent working relationships annually through Service Level Agreements, Memoranda of Understanding and closer working.
- Take the lead in recruiting, interviewing and appointing new members of staff.
- Use full autonomy to make discretionary decisions on problem solving matters including changing working practices to improve service provision.
- Create Policies, Procedures and Guidance for both internal and external use by the Public, Benefits staff, other finance staff and customer service staff to adhere to and assist with corporate working.

- Keep up to date with developments in the Councils Services, management and accounting field and service specific areas.
- Fulfil all duties and responsibilities with a strong customer focus and demonstrate a commitment to the provision of a quality service.
- Assist with Welfare Reform changes for all aspects and its application within the Council including working with DWP (external).
- Be involved with working groups e.g. WG CTRS scheme re-design and regulation changes
- Ensure that information is supplied to and working with the Single Fraud and Investigation Service and Internal Audit to combat Fraud.
- 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 1032-02

Person Specification

Essential Requirements	
Academic / Professional / Technical / Vocational Qualifications	University Degree (2.2 or higher) in Finance, Business Administration or Institute of Revenues, Ratings and Valuation or equivalent demonstrable experience.
Welsh Linguistic Skills:	<p>The following linguistic skills will be required within 2 years of appointment.</p> <p>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.</p> <p>Reading Skills Level 3: Can understand most reports, documents and correspondence he/she is likely to encounter during his/her work.</p> <p>Writing Skills Level 3: Can write informal messages and reports for internal use.</p>
English Linguistic Skills:	<p>You must possess the following linguistic skills when you start the position.</p> <p>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.</p> <p>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.</p> <p>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.</p>
Practical and personal skills	<ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • High levels 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 Housing Benefit and Council Tax Reduction Scheme legislation and an ability to translate this into understandable guidance and procedures. • Knowledge of Financial Assessments for Residential and Non-Residential Care. • Ability to work to deadlines and to manage complex, competing and conflicting workloads effectively.
Required Experience	<ul style="list-style-type: none"> • Minimum 5 years' Housing Benefit and Council Tax Reduction Scheme 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	<ul style="list-style-type: none"> • Health & Safety 'Supervising Safely' course for all Line Managers. • Recruitment & Selection training for all Line Managers. • Complete the comprehensive corporate programme in place for Ceredigion Managers.

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