

Disgrifiad Swydd

Teitl y Swydd	Uwch Swyddog Tai – Strategaeth a Monitro
Gwasanaeth	Porth Cymorth Cynnar
Graddfa	11
Pwynt/iau Cyflog	32-34
Cyflog	£42,839 - £45,091
Pwrpas y Swydd	<p>Bod yn gyfrifol am reoli maes penodol o dai o ddydd i ddydd. Cynnal lefel uchel o wybodaeth ac arbenigedd mewn perthynas â deddfwriaeth ac arferion tai.</p> <p>Bod yn gyfrifol am weithredu yn unol â'n swyddogaethau statudol, polisiâu a gweithdrefnau'r Cyngor, a deddfwriaeth berthnasol y Llywodraeth ar draws y Gwasanaeth Tai.</p> <p>Darparu cyswllt allweddol â'r Rheolwr Tîm a gweithio gydag Uwch Swyddogion eraill i sicrhau bod timau'n cael eu rheoli'n gyson er mwyn cyflawni amcanion corfforaethol a gwasanaeth, a bod y rhain yn cael eu cydlynu a'u gweithredu'n effeithiol ar draws meysydd gweithredu'r Gwasanaeth.</p> <p>Er bod gan Uwch Swyddogion gyfrifoldeb penodol dros reoli tîm a/neu swyddogaeth, mae ganddynt gyfrifoldeb corfforaethol i sicrhau bod gweithgareddau a chamau gweithredu eu gwasanaeth yn cael eu rheoli'n gyson i gefnogi amcanion a safonau'r Cyngor.</p> <p>Gweithio'n greadigol ac ar y cyd i gyflawni'r safonau perfformiad uchaf posibl ym model Trwy Oed a Lles Cyngor Sir Ceredigion.</p> <p>Dirprwyo ar ran Rheolwyr Tîm, pan fo angen, ar lefel gorfforaethol, ranbarthol a chenedlaethol.</p>
Lleoliad Gwaith Cytundebol	Penmorfa, Aberaeron
Oriau Gwaith	37 awr yr wythnos
Math o Gytundeb	Llawm-amser
Hyd y Cytundeb	Parhaol
Teitl Swydd y Rheolwr Llinell	Rheolwr Tîm – Opsiynau Tai a Chymorth
Cyfrifoldebau Goruchwylio/Rheoli	Rheoli a goruchwylio 4 aelod o staff
Atebolrwydd	<p>Mae gofyniad parhaus i ddeiliad y swydd weithio ar ei liwt ei hun, er y gellir cael cymorth ac arweiniad gan y rheolwr llinell ac ymarferwyr tai eraill, yn ogystal ag o ddeddfwriaeth, canllawiau lleol a chenedlaethol neu Godau Ymarfer.</p> <p>Fel Awdurdod Lleol, rydym wedi ymrwymo i gyflawni canlyniadau gwell o ran diogelwch a lles i blant, unigolion a</p>

	<p>theuluoedd ac, er mwyn cyflawni'r nod hwnnw, mae angen inni fod yn hyderus bod datblygiad ein gweithlu, asesu a chynllunio gofal yn cael eu llywio gan dystiolaeth o arloesedd ac arfer gorau.</p> <p>Bydd Ceredigion yn darparu gwasanaethau cynaliadwy ac o ansawdd gan ddefnyddio dulliau cydgynhyrchiol a chydweithredol, gyda ffocws clir ar yr hyn sy'n bwysig i ddiogelwch a lles pobl. Rydym wedi ymrwymo i weithio gyda phlant, unigolion a theuluoedd a gyda'n hasiantaethau partner ar draws pob sector er mwyn gwneud gwahaniaeth cadarnhaol i fywydau pobl.</p> <p>Bydd Fframwaith Ymarfer Arwyddion Diogelwch yn sail i bob agwedd ar ddarparu gwasanaethau ar draws y sefydliad corfforaethol. Bydd hyn yn sicrhau mwy o gysondeb a thryloywder yn yr hyn y gall unigolion a theuluoedd ei ddisgwyl gennym ar draws continwrm yr angen. Mae Fframwaith Arwyddion Diogelwch yn sicrhau bod pwyslais ar adeiladu cryfderau unigolion, teuluoedd a chymunedau ac ar asesiad cadarn i nodi nodau clir, a fydd yn galluogi'r sefydliad i ddarparu'r cymorth cywir ar yr adeg gywir i bobl yng Ngheredigion.</p>
<p>Telerau Cytundebol sy'n Gysylltiedig â'r Swydd</p>	

Dyletswyddau a Chyfrifoldebau

<p>Rheoli</p> <ul style="list-style-type: none"> • Darparu rheolaeth ddydd i ddydd i'r tîm cofrestr tai a rhoi cyngor gweithredol, cymorth ac arweiniad wrth gyflawni eu cyfrifoldebau. • Gweithio gyda'r Rheolwr Tîm i lunio a chyflawni amcanion tai strategol allweddol, a chynnal ymchwil seiliedig ar dystiolaeth a datblygu polisi ym maes tai a materion trawsbynciol. • Sicrhau bod diwylliant sy'n canolbwyntio ar ddinasyddion ac ar ganlyniadau yn cael ei hyrwyddo bob amser. • Hyrwyddo dull sy'n canolbwyntio ar yr unigolyn bob amser drwy sicrhau bod model Arwyddion Diogelwch a Lles yn cael ei weithredu'n ymarferol. • Gweithio o dan gyfarwyddyd y Rheolwr Tîm i ddatblygu cynigion a gweithredu cynllun busnes y tîm. • Cynorthwyo wrth baratoi a monitro cyllidebau ar gyfer eu timau/gwasanaethau er mwyn sicrhau darpariaeth gwasanaeth effeithiol ac effeithlon sy'n cyflawni'r canlyniadau gofynnol i ddinasyddion. • Darparu cyngor a chymorth proffesiynol yn fewnol ac yn allanol fel y bo'n briodol, a nodi opsiynau ar gyfer gweithredu. • Gweithio gyda Rheolwr Corfforaethol a Rheolwr Tîm a'u cefnogi wrth ddarparu'r cyngor a'r cymorth angenrheidiol mewn meysydd arbenigedd penodol i lunio a gweithredu polisiâu perthnasol ac effeithiol. • Gweithio gyda Rheolwr Corfforaethol a Rheolwr Tîm a'u cefnogi wrth ddarparu'r cyngor a'r cymorth angenrheidiol mewn meysydd arbenigedd penodol i lunio a gweithredu cynlluniau cymorth unigol perthnasol ac effeithiol. • Cynnal a hyrwyddo perthnasoedd gwaith agos â rhanddeiliaid mewnol ac allanol, a chydweithwyr, er mwyn sicrhau'r budd mwyaf posibl i'r Cyngor a thrigolion Ceredigion.
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- Cynrychioli barn y gwasanaeth ar faterion sy'n effeithio ar gyflawni'r model Trwy Oed a Lles i gyrrff mewnol ac allanol o dan arweiniad rheolwr y gwasanaeth.
- Gweithredu fel cynghorydd ar faes arbenigedd penodol, fel y bo'n ofynnol, yn fewnol ac mewn partneriaethau amrywiol ac asiantaethau allanol.

Ansawdd a rheoli perfformiad

- Paratoi a threfnu mabwysiadu polisïau gweithredol, gweithdrefnau a systemau gwaith er mwyn hwyluso cyflawni'r blaenoriaethau a'r targedau strategol sy'n deillio o'r gwasanaeth opsiynau tai a digartrefedd.
- Bod yn gyfrifol am gasglu data ar gyfer adroddiadau gwasanaeth a statudol.
- Sicrhau bod anghenion y rhai sy'n defnyddio ein gwasanaethau yn cael eu deall yn llawn a'u hystyried wrth ddatblygu, darparu, hyrwyddo a gwella gwasanaethau.
- Sicrhau bod gwasanaethau'n cael eu rheoli a'u darparu mewn ffordd gydgysylltiedig ac yn unol â pholisïau a safonau cytunedig.
- Cynorthwyo Rheolwyr Tîm, Rheolwyr Corfforaethol a Swyddogion Arweiniol Corfforaethol i sicrhau bod polisïau a gweithdrefnau'n cael eu diweddarau i adlewyrchu deddfwriaeth gyfredol ac arfer gorau.
- Monitro, gwerthuso ac adrodd yn rheolaidd ar berfformiad y tîm yn erbyn cynlluniau gwasanaeth statudol ac anstatudol, cynlluniau busnes a dangosyddion perfformiad.
- Sicrhau bod goruchwyliaeth fyfyril reolaidd o staff yn digwydd, fel sy'n ofynnol, o fewn yr amserlenni cytunedig.
- Cynorthwyo i nodi, caffael a defnyddio adnoddau ar gyfer y tîm a'r gwasanaeth er mwyn cyflawni eu hamcanion.
- Cynorthwyo i nodi a mynd ar drywydd ffynonellau cyllid allanol priodol a ffynonellau neu fodolau amgen o ddarparu gwasanaethau, e.e. drwy weithio mewn partneriaeth i ddarparu gwasanaethau'r Cyngor.
- Cynorthwyo'r Rheolwr Tîm i gynnal ymwybyddiaeth o arferion cenedlaethol a lleol wrth ddarparu gwasanaethau, er mwyn datblygu atebion arloesol yn y ffordd y darperir gwasanaethau ac i sicrhau gwelliant parhaus mewn perfformiad.
- Cefnogi'r Rheolwr Tîm i ymchwilio i gwynion a'u rheoli yn unol â pholisïau a gweithdrefnau'r Cyngor.
- Sicrhau safonau uchel o ansawdd a pherfformiad gan yr holl staff o fewn y tîm a'r gwasanaeth, cydnabod perfformiad da ac ymdrin â pherfformiad gwael mewn modd cadarnhaol ac effeithiol.
- Cynorthwyo i weithredu a rheoli proses sicrwydd ansawdd gadarn ac effeithiol.
- Rhoi trosolwg i'r Rheolwr Tîm o gryfderau a risgiau'r tîm, gan gynnwys canmolïaeth, sylwadau a chwynion.
- Gweithio gydag Uwch Swyddogion a Rheolwyr eraill i ddarparu gwasanaethau'r Cyngor yn effeithiol ac yn effeithlon.
- Cydymffurfio â'r holl godau ymddygiad perthnasol, codau ymarfer proffesiynol a deddfwriaeth benodol i'r sector.
- Cynorthwyo'r Rheolwr Tîm i ymateb yn gyflym ac yn hyblyg i anghenion y Cyngor, ei gwsmerïaid a'i bartnerïaid.
- Hyrwyddo cyfle cyfartal wrth ddarparu gwasanaethau ac mewn 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 disgwyliadau'r swydd, gan gynnwys cynllunio ar gyfer argyfyngau; rheoli a chydlynu ymatebion; rheoli risg; a diogelu.

Cyfathrebu

- Cyfathrebu'n effeithiol â rhanddeiliaid allweddol ynghylch datblygu amcanion strategol.
- Adolygu'r dulliau cyfathrebu presennol gyda staff er mwyn sicrhau eu bod yn effeithiol ac yn annog adborth dwyffordd.

- Hyrwyddo diwylliant o gyfathrebu mewnol ac allanol cryf fel bod y gwasanaethau a ddatblygir gennym yn cael eu darparu mewn cydweithrediad â dinasyddion, rhanddeiliaid a staff.
- Cynorthwyo'r Rheolwr Gwasanaeth a'r Rheolwr Corfforaethol i gynnal cysylltiadau effeithiol ag Uwch Reolwyr, a lle bo'n briodol, darparu gwybodaeth a chynghor cynhwysfawr er mwyn sicrhau bod materion angenrheidiol yn cael eu cyfeirio at Uwch Reolwyr neu Aelodau Etholedig i'w penderfynu mewn modd amserol.

Swyddogaethol

- Ymchwilio, paratoi a chynnal ymgynghoriad â rhanddeiliaid ar strategaethau, cynlluniau a pholisïau tai er mwyn galluogi'r awdurdod i gyflawni ei gyfrifoldebau statudol fel yr Awdurdod Tai Strategol ar gyfer yr ardal. Bydd hyn yn cynnwys Strategaeth Dai Ceredigion, Polisi Gorfodi Tai, Strategaeth Cartrefi Gwag, Strategaeth Tai Fforddiadwy, Polisi ar gyfer Trwyddedu Tai Amlfeddiannaeth, Polisi Tai Cynaliadwy, Polisi Adnewyddu'r Sector Cyhoeddus ac ati.
- Paratoi a threfnu mabwysiadu polisïau gweithredol, gweithdrefnau a systemau gwaith er mwyn hwyluso cyflawni'r blaenoriaethau a'r targedau strategol.
- Paratoi ceisiadau am gyllid mewn perthynas â gweithgareddau tai'r sector cyhoeddus a'r sector preifat.
- Cynnal gwybodaeth weithredol dda am ddeddfwriaeth berthnasol, cyfraith achosion, canllawiau, arfer gorau a datblygiadau, cynigion ac ymchwil newydd mewn perthynas â meysydd Tai'r Sector Cyhoeddus a'r Sector Preifat.
- Dylunio ac arwain prosiectau ac arolygon angenrheidiol i gasglu data i lywio cynlluniau strategol a chynlluniau gwasanaeth, ac i bennu'r cyfraniad y gall yr Adran ei wneud at fentrau corfforaethol, cymunedol a chydweithredol.
- Gweithio gyda Landlordiaid Cymdeithasol Cofrestredig er mwyn monitro eu perfformiad yn erbyn nodau ac amcanion cytunedig, yn ogystal â darparu data ystadegol i sefydliadau partner mewn perthynas â swyddogaeth strategol yr awdurdod lleol a'r gofrestr dai/dyrannu cyffredin.
- Gweithio gyda'r Uwch Swyddog Tai – Opsiynau Tai ar ddatblygu a chynnal system cronfa ddata'r adran i sicrhau ei bod yn addas at y diben.
- Cymryd cyfrifoldeb am holl gofnodion cleientiaid a gwybodaeth sensitif gysylltiedig, gan sicrhau cyfrinachedd bob amser a chynnal diogelu data.
- Paratoi, cynorthwyo a chynnal gwaith hyrwyddo/digwyddiadau hyfforddi, gan gynnwys darlithoedd a chyflwyniadau, ar bynciau sy'n ymwneud â'r swydd i staff mewnol a rhanddeiliaid allanol.
- Cynnal asesiadau priodol a chofnodi data yn unol â gofynion statudol, dangosyddion perfformiad eraill a dulliau eraill o gofnodi data.
- Cynrychioli'r gwasanaeth tai a bod yn rhan o amrywiaeth o fforymau a chyfarfodydd aml-ddisgyblaethol megis MAPPA, MARAC, achosion cam-drin domestig, amddiffyn plant, yr heddlu, gofal cymdeithasol a chynadleddau achos iechyd, a gwneud cyfraniad cadarnhaol at yr achosion a drafodir yn ogystal â nodi achosion risg uchel a chadw gwybodaeth yn gyfrinachol ac yn sensitif.
- Ymateb i bob cais o dan y broses Rhyddid Gwybodaeth ac i gwynion a wneir yn erbyn y gwasanaeth opsiynau tai a digartrefedd.
- Ymgysylltu'n weithredol ag aelodau lleol a delio â'u hymholiadau.
- Hyrwyddo perthnasoedd gwaith da gyda phartneriaid mewnol ac allanol er mwyn gwneud y mwyaf o gyfleoedd tai.
- Disgwylir i ddeiliad y swydd weithio y tu allan i oriau swyddfa arferol pan fo angen er mwyn sicrhau cyflawni dyletswyddau statudol yr Awdurdod yn briodol ac yn effeithiol.
- Mae angen gweithio gyda'r nos/yn ystod y nos a/neu ar benwythnosau mewn argyfwng, e.e. llifogydd. Fel arfer, byddai hyn yn cael ei gymryd fel amser i ffwrdd yn ei le.
- Cyflawni unrhyw ddyletswyddau eraill sy'n briodol i'r swydd y gellir gofyn amdanynt o bryd i'w gilydd. Mae disgrifiadau swydd yn ddogfennau gwaith ac nid ydynt wedi'u bwriadu i eithrio'n benodol unrhyw dasg y gellid disgwyl yn rhesymol i ddeiliad y swydd ei chyflawni yn sgil newidiadau i ddeddfwriaeth a pholisïau'r Cyngor.

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Job Evaluation Post Ref	JD 1503

Manyleb y Person

Gofynion Hanfodol	
Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol	<ul style="list-style-type: none"> • Sefydliad Tai Siartredig Lefel 5 neu gyfwerth. • Hyfforddiant Arwyddion Diogelwch (neu ymrwymiad i ymgymryd â'r hyfforddiant o fewn y 12 mis nesaf). • Tystiolaeth o Ddatblygiad Proffesiynol Parhaus.
Sgiliau Ieithyddol Cymraeg:	<p>Bydd angen y sgiliau ieithyddol canlynol o fewn 2 flynedd i'r penodiad.</p> <p>Gwranddo a Siarad</p> <p>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.</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>
<p>Sgiliau Ieithyddol Saesneg:</p>	<p>Rhaid i chi feddu ar y sgiliau ieithyddol canlynol pan fyddwch chi'n dechrau'r swydd</p> <p>Gwrando a Siarad</p> <p>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>
<p>Sgiliau Ymarferol / Personol</p>	<ul style="list-style-type: none"> • Dealltwriaeth dda o ddeddfwriaeth a rheoleiddio fel y maent yn berthnasol i'r Sector Tai • Dealltwriaeth dda o Fframwaith Ymarfer Arwyddion Diogelwch a sut y caiff ei gymhwyso mewn ymarfer • Dealltwriaeth dda o brosesau rheoli perfformiad a chynllunio busnes i yrru gwelliant perfformiad parhaus • Ymrwymiad i ffyrdd corfforaethol o weithio ar draws y model Trwy Oed a Lles • Dealltwriaeth dda o'r holl godau ymddygiad a chodau ymarfer proffesiynol perthnasol, a chydymffurfiaeth â hwy • Y gallu i reoli a blaenoriaethu llwyth gwaith amrywiol a heriol yn effeithiol, gan gynnwys llwyth gwaith y swyddogion o fewn tîm deiliad y swydd • Profiad o reoli adnoddau ariannol yn unol â pholisïau a blaenoriaethau cytunedig ac o fewn fframwaith ffurfiol safonau cost ac ansawdd • Tystiolaeth o weithio'n llwyddiannus gyda rhanddeiliaid mewnol ac allanol gan arwain at ddarparu gwasanaeth o ansawdd uchel • Sgiliau trefnu rhagorol, y gallu i flaenoriaethu gwaith ac eglurder wrth wneud penderfyniadau, gan gynnwys rhesymu • Sgiliau rheoli ac arwain effeithiol gyda'r gallu i feddwl yn greadigol ac yn arloesol ac i roi syniadau ar waith yn

	<p>effeithiol, gan ddangos parodrwydd i dderbyn syniadau newydd</p> <ul style="list-style-type: none"> • Ymrwymiad i egwyddorion ac arferion gofal cwsmeriaid, gan sicrhau rhagoriaeth wrth ddarparu gwasanaethau a chydabod ei effaith ar y rhai sy'n defnyddio'r gwasanaeth • Lefel uchel o sgiliau digidol/TG a sgiliau cyfathrebu rhagorol, yn ysgrifenedig ac ar lafar • Y gallu i weithio dan bwysau ac i derfynau amser tynn • Profiad o ddelio â phobl mewn sefyllfaoedd llawn straen, heriol neu agored i niwed, gan ddarparu cymorth clir • Ymrwymiad clir i gynnal egwyddorion cydraddoldeb ac amrywiaeth • 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. • Deall yr hyblygrwydd sydd ei angen yn y rôl o ganlyniad i anghenion y gwasanaeth ac, o ganlyniad, y gall y rôl gynnwys gweithio gyda'r nos ac ar benwythnosau
Profiad Hanfodol	<ul style="list-style-type: none"> • O leiaf 4 blynedd o brofiad o weithio mewn tai neu amgylchedd/grŵp cleientiaid tebyg. • Yn ogystal, disgwylir i ddeiliad y swydd feddu ar wybodaeth a sgiliau arbenigol ym maes tai strategol. • Profiad o weithio mewn lleoliad amlddisgyblaethol
Hyfforddiant/addysg y mae'n ofynnol eu cyflawni/mynd ati i'w cyflawni ar gyfer y swydd	

Gofynion Dymunol	
Cymwysterau / Hyfforddiant	<ul style="list-style-type: none"> • Aelod Graddedig / Aelod pleidleisiol o'r Sefydliad Tai Siartredig (CIH) • Cymhwyster rheoli cydnabyddedig
Sgiliau Ymarferol / Personol	<ul style="list-style-type: none"> • Profiad o rôl reoli mewn tîm/swyddogaeth berthnasol a'r gallu i ddangos cyflawniad wrth ddylanwadu ar berfformiad llwyddiannus a/neu welliant • Tystiolaeth o ddatblygu gweithdrefnau'n llwyddiannus mewn meysydd cyfrifoldeb penodol sy'n arwain at ddarparu gwasanaeth o ansawdd uchel • Hanes o arwain, rheoli a gwella timau'n barhaus yn llwyddiannus

Job Description

Post Name	Senior Housing Officer - Strategy and Monitoring
Service	Porth Cymorth Cynnar
Grade	11
Spinal Point/s	32-34
Salary	£42,839 - £45,091
Job Purpose	<p>Be responsible for the day-to-day management of a specific area of housing.</p> <p>Maintain a high level of knowledge and expertise related to housing legislation and practice.</p> <p>Be responsible for acting in accordance with our statutory functions, Council policies, procedures, and relevant Government legislation across the Housing Service</p> <p>To provide a key link with Team Manager and work with other Senior Officers in ensuring that teams are managed consistently to meet corporate and service objectives and that these are effectively co-ordinated and implemented across the Service's areas of operation</p> <p>Whilst Senior Officers have specific responsibility to manage a team and/or function, they have a corporate responsibility to ensure that their service activities and actions are consistently managed to support Council objectives and standards</p> <p>To work creatively and collaboratively to achieve the highest possible standards of performance in Ceredigion County Council's Through Age and Wellbeing model</p> <p>To deputise for Team Managers, when required, at corporate, regional and national level.</p>
Contractual Work Location/Base	Penmorfa, Aberaeron
Hours of Work	37 hours per week
Type of Contract	Full-time
Contract Duration	Permanent
Line Managers Job Title	Team Manager – Housing Options and Support
Supervisory/Managerial Responsibilities	Management & supervision of 4 members of staff
Accountability	<p>There is a continuous requirement for the post-holder to work on his/her own initiative although support and guidance can always be obtained from the line manager and other Housing Practitioners as well as from legislation, local and national guidelines or Codes of Practice.</p> <p>As a Local Authority, we are committed to delivering improved safety and well-being outcomes for children, individuals and families and, in order to achieve that goal, we need to be confident that our workforce development, assessment and care planning are informed by evidence of innovative and best practice.</p> <p>Ceredigion will deliver sustainable and quality services using co-productive and collaborative methods with a clear focus on what matters to people's safety and well-being. We are</p>

	<p>committed to working with children, individuals and families and with our partner agencies across all sectors so as to make a positive difference to people's lives.</p> <p>The Signs of Safety Practice Framework will underpin all aspects of service delivery across the corporate Organisation. This will ensure that there is greater consistency and transparency in what individuals and families can expect from us across the continuum of need. The Signs of Safety Framework ensures there is emphasis on building individual, family and community strengths and robust assessment to identify clear goals, which will enable the organisation to deliver the right help at the right time to people in Ceredigion.</p>
<p>Contractual Terms Associated with the Post</p>	
<p>Duties and Responsibilities</p>	
<p>Managerial</p> <ul style="list-style-type: none"> • Provide day to day management of the housing register team and provide operational advice, support and guidance in carrying out their responsibilities. • To work with the Team Manager to formulate and deliver key strategic housing objectives and conduct evidence-based research and policy development in the field of housing and cross cutting issues. • Ensure that a citizen and outcomes focussed culture is promoted at all times • Promote a person-centred approach at all times by ensuring the implementation of the Signs of Safety and Wellbeing model in practice • To work under the direction of the Team Managers to develop proposals and implement the business plan for the team • To assist in the preparation and monitoring of budgets for their teams/services to ensure effective and efficient service delivery that provides the required outcomes for citizens • Provide professional advice and support internally and externally as appropriate and identify options for action • To work with and support Corporate and Team Managers in providing the necessary advice and support in specific areas of expertise to formulate and implement relevant and effective policies. • To work with and support Corporate and Team Managers in providing the necessary advice and support in specific areas of expertise to formulate and implement relevant and effective individual support plans. • To maintain and promote close working relationships with internal and external stakeholders, and colleagues to achieve maximum benefits for the Council and residents of Ceredigion. • To represent the view of the service on issues affecting the delivery of the Through Age and Wellbeing model to internal and external bodies under service manager guidance • To act as adviser on specific area of expertise, as required, internally and with various partnerships and external agencies <p>Quality and performance management</p> <ul style="list-style-type: none"> • Prepare and arrange the adoption of operational policies, procedures and systems of work to facilitate the delivery of the strategic priorities and targets arising from the housing options and homelessness service. • Responsibility for the collation of data for service and statutory reporting. 	

- To ensure that the needs of those accessing our services are fully understood and accommodated in the development, 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.
- Assist Team Managers, Corporate Managers and Corporate Lead Officers in ensuring that policies and procedures are updated to reflect current legislation and best practice.
- To regularly monitor, evaluate and report on team performance against statutory and non-statutory service plans, business plans and performance indicators.
- To ensure that regular reflective supervision of staff takes place, as required, within agreed timescales
- 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/models of service delivery, e.g. through partnership working to deliver Council services.
- Assist the Team Manager in maintaining an awareness of national and local practices in service delivery, in order to develop innovative solutions in the way services are delivered to ensure continuous performance improvement
- To support Team Manager in investigating and managing complaints in line with the Council's policies and procedures
- To ensure high standards of quality and performance of all staff within the team and service, acknowledge good performance and tackle poor performance positively and effectively.
- To assist in the implementation and management of a robust and effective quality assurance process
- To provide the Team Manager with an overview of team strengths and risks, including compliments, comments and complaints.
- To work with other Senior Officers and Managers to deliver effective and efficient Council services
- To comply with all relevant codes of conduct, codes of professional practice and sector specific legislation
- To assist the Team Manager 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

- Communicate effectively with key stakeholders the development of strategic objectives.
- To review existing methods of communication with staff to ensure that these are effective and encourage two-way feedback.
- To promote a culture of strong internal and external communication so that the services we develop are delivered in collaboration with citizens, stakeholders and staff
- To assist the Service Manager and Corporate Manager in maintaining effective liaison with Senior Managers, and where appropriate, provide comprehensive information and advice in order that necessary issues are referred to Senior Managers or Elected Members for decision in a timely manner

Functional

- Research, prepare and undertake stakeholder consultation for housing strategies, plans and policies to enable the authority to discharge its statutory responsibilities as the

Strategic Housing Authority for the area. This will include the Ceredigion Housing Strategy, Housing Enforcement Policy, Empty Homes Strategy, Affordable Housing Strategy, Policy for the Licensing of Houses in Multiple Occupation, Sustainable Houses Policy, Public Sector Renewal Policy etc.

- Prepare and arrange the adoption of operational policies, procedures and systems of work to facilitate the delivery of the strategic priorities and targets.
- Prepare bid submission for funding opportunities in relation to public and private sector housing activities.
- To maintain a good working knowledge of relevant legislation, case law, guidance, best practice and new developments, proposals and research in relation to the fields of Public and Private Sector Housing.
- Design and lead projects and surveys necessary to gather data on which to base strategic plan and service plans and determine the contribution that the Department can make to corporate, community and collaborative initiatives.
- To work with RSL's in order to monitor their performance against agreed aims and objectives as well as provide statistical data for partner organisations in respect of the local authority's strategic function and common allocation/housing register.
- Work with the Senior Housing Officer – Housing Options on the development and maintenance of the departmental database system to ensure fit for purpose.
- Take responsibility for all client records and associated sensitive information, ensuring confidentiality at all times, maintaining data protection.
- Prepare, assist and undertake promotional work/training events (including lectures and presentations) on subjects related to the post to internal staff & external stakeholders.
- Undertake appropriate assessments and record data in line with statutory requirements and other performance indicators and other data recording methods.
- Represent the housing service and be involved in a range of forums and multi-disciplinary meetings such as MAPPA, MARAC, domestic abuse cases, child protection, police, social care and health case conferences, and make a positive contribution to the cases discussed as well as identifying high risk cases and keeping information discreet/confidential.
- Respond to all requests under the FOI process and complaints made against the housing options and homelessness service.
- Actively engage with local members and deal with their enquiries.
- To promote good working relationships both with internal and external partners to maximize housing opportunities.
- The post holder will be expected to work outside normal office hours when required in order to ensure the proper and effective discharge of the Authority's statutory duties.
- There is a need to work evenings/ nights and/ or weekends in an emergency, e.g. flooding. This would normally be taken as time off in lieu (TOIL).
 - To carry out any other duties appropriate to the post which may be requested from time to time. Job descriptions are working documents and are not intended to specifically exclude any task which the post holder might reasonably be expected to undertake following changing legislation and Council policies.

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Job Evaluation Post Ref

JD 1503

Person Specification

Essential Requirements	
Academic / Professional / Technical / Vocational Qualifications	<ul style="list-style-type: none"> • Chartered Institute of Housing Level 5 or equivalent. • Signs of Safety training (or a commitment to undertake the training within the next 12 months). • Evidence of Continued Professional Development.
Welsh Linguistic Skills:	<p>The following linguistic skills will be required within 2 years of appointment.</p> <p>Listening & Speaking</p> <p>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</p> <p>Level 3: Can understand most reports, documents and correspondence he/she is likely to encounter during his/her work.</p> <p>Writing Skills</p> <p>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</p> <p>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</p> <p>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</p> <p>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"> • A good understanding of legislation and regulation as it relates to the Housing Sector • A good understanding of the Signs of Safety practice framework and how it is applied in practice • A good understanding of performance management and business planning processes to drive continuous performance improvement • A commitment to corporate ways of working across the Through Age and Wellbeing model

	<ul style="list-style-type: none"> • A good understanding of, and compliance with, all relevant codes of conduct and codes of professional practice • Ability to effectively manage and prioritize a diverse and demanding workload and that of the officers within the post holder's team. • Experience of managing financial resources in accordance with agreed policies, priorities and within the formal framework of cost and quality standards • Evidence of successful working with internal and external stakeholders resulting in high quality service delivery • Excellent organisational skills, the ability to prioritise work and clarity of decision making, including reasoning • Effective 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 • Commitment to the principles and practices of customer care, ensuring excellence in service delivery and recognition of its impact on the those accessing the service • High level of digital/IT skills and excellent communication skills, both written and verbal • Ability to work under pressure to tight deadlines • Experience of dealing with people in stressful, challenging or vulnerable situations providing clear assistance • Clear commitment to uphold the principles of equality and diversity • 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. • Understand the flexibility required in the role as a result of the needs of the service and that, as a result, the role may include evening and weekend working
Required Experience	<ul style="list-style-type: none"> • Minimum of 4 years' experience of working in housing or a similar environment/ client group. • In addition, the post holder will be expected to have specialist knowledge and skills in the field of strategic housing. • Experience of working in a multi-disciplinary setting
Training/education required to be undertaken for the post/worked towards	

Desirable Requirements	
Qualifications / Training	<ul style="list-style-type: none"> • Graduate / Voting member of Chartered Institute of Housing (CIH) • A recognised management qualification

Practical / Personal Skills	<ul style="list-style-type: none">• Experience of a management role in a relevant team/function and be able to demonstrate achievement in influencing successful performance and/or improvement• Evidence of successful development of procedures in areas of specific responsibility that result in high quality service deliver• Track record of successfully leading, managing and continuously improving teams
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