Swyddog Tai

Cyfeirnod y swydd: HCCH00005D1FDE
Lleoliad: Rhuthun & Ar draws y Sir
Cyflog: Grâdd 7, £35,570 - £37,563 y flwyddyn
Oriau: 37 awr yr wythnos
Swydd barhāol
Swydd / Allanol wag fewnol

Mae hwn yn gyfle cyffrous i weithio o fewn amgylchedd tai cymdeithasol prysur ac amrywiol. Rydym yn chwilio am weithiwr tai proffesiynol profiadol i ymuno â'n tîm Tai Cymunedol.

Byddwch yn chwaraewr tîm cryf sy'n wych yn gweithio gyda phobl, gyda sgiliau cyfathrebu, trafod a dylanwadu rhagorol. Bydd gennych brofiad o arloesi a chreadigedd wrth wneud penderfyniadau a datrys problemau. Bydd gennych y gall i gysylltu, adeiladu a hyrwyddo perthnasoedd gwaith cadarnhaol gyda rhanddeiliaid mewnol ac allanol. Bydd gennych angerdd profedig dros ddarparu gwasanaethau cwsmeriaid rhagorol ac awydd gwirioneddol i helpu ein cwsmeriaid.

Penodiad yn amodol ar eirdāon boddhāol.

Os hoffech drafod unrhyw agwedd o'r swydd, ffoniwch Nia Edwards ar 01824 712904.

Os oes gennych ddiddordeb yn y swydd wāg hon, gwnewch gais ar-lein trwy ein gwefan www.sirddinbych.gov.uk Am ddulliau eraill o wneud cais, cysylltwch â'r Adran Gwasanaethau Cwsmeriaid ar 01824 706000.

Rhaid i ymgeiswyr gwblhau ein ffurflen gais i gael ei ystyried. Mae'n ddrwg gennym nad ydym yn gallu ateb pob cais. Os nad ydych wedi derbyn ateb o fewn tair wythnos i'r dyddiad cau, dylech gymryd yn ganiatāol nad ydych wedi cyrraedd y rhestr fer am gyfweliad.

Dyddiad Cau: 25/11/2026
Dyddiad Cyfweliad: 03/12/2026

Mae Cyngor Sir Ddinbych yn ymroddedig i Gyfle Cyfartal a'i Safonau Iaith Gymraeg. Rydym yn croesawu ceisiadau yn y Gymraeg. Sylwch na fydd unrhyw ffurflenni cais a dderbynnir yn y Gymraeg yn cael eu trin yn llai ffafriol na ffurflenni cais a gyflwynwyd yn Saesneg.

Housing Officer

Job reference: HCCH00005D1FDE
Location: Ruthin & Across the County
Salary: Grade 7, £35,570 - £37,563 per annum
Hours: 37 hours per week
Permanent position
Internal / External vacancy

This is an exciting opportunity working within a busy and varied social housing environment. We are looking for an experienced housing professional to join our Community Housing team.

You will be a strong team player who is great working with people, having excellent communication, negotiation and influencing skills. You will have experience of innovation and creativity in decision making and problem solving. You'll have the ability to liaise, build and promote positive working relationships with internal and external stakeholders. You'll have a proven passion for delivering excellent customer services and a genuine desire to help our customers.

Appointment subject to satisfactory references.

If you would like to discuss any aspect of the post, please call Nia Edwards on 01824 712904.

If you are interested in this vacancy, please apply on-line via the website www.denbighshire.gov.uk For alternative methods of applying please contact Customer Services on 01824 706000.

Candidates must complete our application form to be considered. We regret that we are unable to reply to all applications. If you have not received a reply within three weeks of the closing date, you must assume that you have not been short listed for interview.

Closing Date: 25/11/2026
Interview Date: 03/12/2026

Denbighshire County Council is committed to Equal Opportunities and its Welsh Language Standards. We welcome applications in the Welsh Language and application forms received in the Welsh Language will not be treated less favourably than an application form submitted in English.

CYNGOR SIR DDINBYCH SWYDD-DDISGRIFIAD

Teitl y Swydd:	**Swyddog Tai**
Graddfa:	**7**
Gwasanaeth:	**Gwasanaeth Tai a Chymunedau**
Maes Gwasanaeth:	**Tai Cymunedol**
Yn atebol i:	**Uwch Swyddog Tai**
Cyfeirnod y Swydd:	**03556**
Safonau'r Iaith Gymraeg	**Lefelau o ran sgiliau Cymraeg** **Dymunol Lefel 1**

Pwrpas y Swydd

Darparu gwasanaeth tai effeithiol ac effeithlon i gwsmeriaid.

Cefnogi dull blaengar a rhagweithiol o reoli tenantiaethau a chymunedau.

Gweithio fel rhan o dîm sy'n gyfrifol am ddarparu gwasanaethau rhagorol i gwsmeriaid, gan ganolbwyntio ar ddarparu gwasanaethau safon uchel sydd o bwys i'n cwsmeriaid a'n cymunedau.

Cynorthwyo wrth wella ansawdd bywydau pobl, eu hiechyd a'u llesiant er mwyn hyrwyddo cymunedau cryf a chynaliadwy.

Prif Gyfrifoldebau

1. Darparu gwasanaeth tai effeithiol i bob cwsmer yn feunyddiol.
2. Darparu gwasanaeth rheoli tenantiaethau cyflawn sy'n canolbwyntio ar y cwsmeriaid mewn ardal ddaearyddol benodol, a bod yn agos at y gymuned drwy weithio'n ystwyth.
3. Cefnogi a chryfhau cydweithio, yn fewnol a chyda phartneriaid allanol, i gefnogi mynd ati ar y cyd i ymdrin â materion sy'n ymwneud â thenantiaeth.
4. Arwain, cydlynu a gweithio'n rhagweithiol gydag amrywiaeth helaeth o bartneriaid er mwyn sicrhau y gall tenantiaid gynnal eu tenantiaethau'n effeithiol a chyfrannu at hyrwyddo cymunedau cynaliadwy.
5. Sicrhau fod cwsmeriaid yn ymwybodol o'u cyfrifoldebau a'u dyletswyddau a chymryd camau gorfodi pan mae'n rhaid, gan gynnwys dwyn achosion cyfreithiol a pharatoi'r dogfennau perthnasol i sicrhau cydymffurfiaeth, ac yn y pen draw, troi allan tenantiaid neu ddiddymu tenantiaethau pan mae'n rhaid.
6. Cefnogi'r holl denantiaid, meithrin cyswllt â nhw a'u cynnwys yn y gwaith er mwyn sicrhau y mabwysiadir dull cynhwysol wrth ddatblygu cynlluniau newydd ac wrth ddylunio a monitro'r gwasanaethau ehangach y mae Tai Sir Ddinbych yn eu darparu.

7. Darparu gwasanaeth teg i bob cwsmer, gan gynnwys gweithio â chwsmeriaid sy'n cael trafferth ymwneud â phrosesau safonol am eu bod yn fregus, yn sâl neu'n camddefnyddio cyffuriau ac alcohol, er enghraifft.
8. Sicrhau, lle bo angen, fod cwsmeriaid yn medru cael cymorth priodol i'w hanghenion, gan gynnwys atgyfeiriadau i ddarparwyr eraill a'u monitro, a gweithio gyda darparwyr i hyrwyddo tenantiaethau cynaliadwy.
9. Gweithio gyda phartneriaid ar gynlluniau a gweithgareddau y bydd cymunedau'n elwa arnynt, fel gweithgareddau cynhwysiant ariannol neu ddiogelwch cymunedol, er enghraifft.
10. Bod yn gyfrifol am gaffael gwaith ar raddfa fach lle bo angen, gan weithio'n unol â chyllideb gytûn ar gyfer darparu gwasanaethau.
11. Darparu gwasanaethau sy'n cydymffurfio â deddfwriaeth, rheoliadau, rheolau sefydlog, rheoliadau ariannol a rheoliadau iechyd a diogelwch statudol.
12. Monitro data ar berfformiad a chwsmeriaid a'u defnyddio yn sail ar gyfer darparu gwasanaethau tai a'u gwella, a sicrhau y cedwir cofnodion manwl ar y system rheoli tai i gynorthwyo gyda hyn.
13. Cynrychioli'r Cyngor lle bo angen mewn fforymau lleol, rhanbarthol a chenedlaethol a gweithgorau ar gyfer y maes gwasanaeth hwn.
14. Gweithio'n agos â phob aelod o staff ar brosiectau, gan gyfrannu at nodau ac amcanion ehangach Tai Sir Ddinbych, gan gynnwys cymryd rhan mewn grwpiau gorchwyl a gorffen, grwpiau Cynlluniau Gwella Gwasanaeth, ac ati.
15. Bod yn ddirprwy ar ran Swyddog Tai Uwch yn ôl y gofyn.
16. Ymgymryd ag unrhyw ddyletswyddau eraill ar gais yr Swyddog Tai Uwch / Rheolwr Cymdogaethau.

Adnoddau / Offer / Deunyddiau

Gliniadur, ffôn, systemau cyllidebu a thai.

Goruchwylio / Rheoli Pobl

Dim cyfrifoldebau uniongyrchol fel rheolwr atebol.

Cefnogi gwirfoddolwyr sy'n gweithio yn eu cymunedau, gweithio â'r Gwasanaeth Ieuenctid, y Cynllun Gwneud Iawn â'r Gymuned, Grwpiau Tenantiaid a Phreswylwyr, a chydweithio â'r heddlu lleol wrth weithredu Cyfiawnder Adferol.

Gwybodaeth, Sgiliau, Hyfforddiant a Phrofiad

- leiaf tair blynedd o brofiad ym maes tai neu faes cysylltiedig.
- Rhaid gallu dangos gwybodaeth a dealltwriaeth dda o incwm tai a rheoli tenantiaeth.
- Gwybodaeth am ddeddfwriaeth ac arferion Tai.
- Profiad o reoli targedau.
- Profiad o weithio mewn partneriaeth gydag ystod o asiantaethau eraill ac o ffurfio perthnasau cedyrn gyda budd-ddeiliaid.
- Rhaid gallu dangos ymrwymiad i amrywiaeth a chydraddoldeb.

- Tystiolaeth o weithio o'ch pen a'ch pastwn eich hun a gallu dangos sgiliau trefnu cadarn gyda'r gallu i flaenoriaethu a bodloni terfynau amser.
- Profiad o weithdrefnau Caffael er mwyn medru penodi contractwyr allanol a goruchwylio eu gwaith, gan ystyried gwerth am arian a chydymffurfiaeth â chontractau.
- Profiad o reoli cyllidebau.
- Y gallu i weithio'n annibynnol ac ar eich liwt eich hun gyda sgiliau trefnu da.
- Rhaid bod yn fedrus gyda TG a systemau TGCh a ddefnyddir yn rheolaidd.
- Rhaid bod yn gyfathrebwr ardderchog a gallu dangos sgiliau cyfathrebu da ar lafar ac yn ysgrifenedig, gan ymwneud â phobl o bob cefndir.
- Rhaid cael empathi mawr at y Gymraeg a'r diwylliant Cymreig.

Amodau Gwaith Arbennig

- Mae'n rhaid i ddeiliad y swydd allu gyrru a defnyddio eu cerbyd eu hunain yn ôl yr angen at ddibenion gwaith.
- Er mai swydd 37 awr yr wythnos yw hon, mae'n rhaid cael agwedd hyblyg tuag at yr oriau gweithio craidd gan y bydd gofyn gweithio fin nos a thros y penwythnos o bryd i'w gilydd.
- Mynd i gynlluniau ac ystadau tai yn ôl y gofyn.
- Bydd gofyn i ddeiliad y swydd gadw at bolisïau a gweithdrefnau'r Cyngor ar gyfer gweithwyr unigol ac iechyd a diogelwch bob amser.

Archwiliadau Cyflogaeth / Gofynion Penodol

Asesiad Risg yn ei le ar gyfer gweithio gyda phobl fregus.

Mae'n ofynnol i bob aelod newydd o staff fynd drwy ein gwiriadau recriwtio mwy diogel; 2 eirda boddhaol yn cwmpasu 3 blynedd o gyflogaeth, tystiolaeth o gymwysterau hanfodol, tystiolaeth o'r Hawl i Weithio yn y DU.

Mae Cyngor Sir Ddinbych yn cydnabod ei rwymedigaethau i ddiogelu plant ac atal caethwasiaeth a masnachu mewn pobl, gan wneud popeth o fewn ei allu i atal caethwasiaeth a masnachu mewn pobl o fewn ei fusnesau. Mae sawl math o gaethwasiaeth modern, gan gynnwys masnachu mewn pobl, llafur gorfodol, caethiwed a chaethwasiaeth.

Mae diogelwch yn bwysig i bawb, ac mae gofyn i holl gyflogeion Sir Ddinbych weithio yn unol â pholisïau a gweithdrefnau Diogelu Oedolion / Plant y Cyngor, mae dyletswydd arnynt i roi gwybod am unrhyw bryderon sy'n codi yn ystod eu dyletswyddau a bod yn ymwybodol o arwyddion camfanteisio. Dylid codi unrhyw bryderon â'r Rheolwr Diogelu Penodedig er mwyn i'r Cyngor allu gweithredu pan gaiff camfanteisio ei adnabod.

Gweledigaeth / Cyd-destun

Sicrhau fod Tai Sir Ddinbych yn darparu gwasanaeth o ansawdd i gwsmeriaid, a chreu cymunedau cynaliadwy y mae pobl yn hapus i fyw a gweithio ynddynt.

Mae'r gwasanaethau hyn yn gwneud cyfraniad allweddol o ran cyflawni'r Strategaeth Tai ac mae'n allweddol o ran cyflawni Cynllun Busnes y Gwasanaeth.

CYNGOR SIR DDINBYCH MANYLION AM YR UNIGOLYN

Mae'r Manylion yn nodi'r sgiliau, yr wybodaeth a'r profiad a ystyrir yn hanfodol er mwyn ymgymryd â dyletswyddau'r swydd yn effeithiol. Caiff ei defnyddio wrth lunio rhestr fer ac ar gyfer y broses o gyfweld am y swydd hon. Dylech ddangos ar eich ffurflen gais sut rydych yn bodloni'r meini prawf hyn. Byddwch ddim ond yn cael eich cynnwys ar y rhestr fer os ydych yn bodloni pob un o'r meini prawf hanfodol (â'r meini prawf dymunol lle bo'n berthnasol).

Teitl y Swydd:	**Swyddog Tai**
Gwasanaeth:	**Gwasanaeth Tai a Chymunedau**
Graddfa:	**7**

MEINI PRAWF	**HANFODOL**	**DYMUNOL**	**DULL ASESU** Ffurflen Gais / Cyfweliad / Cyflwyniad / Geirda ac ati
1. ADDYSG A CHYMWYSTERAU	O leiaf 5 TGAU Gradd C neu uwch (neu gyfwerth) gan gynnwys Mathemateg a Saesneg	Cymhwyster ym maes tai neu faes cysylltiedig	Ffurflen Gais
2. PROFIAD PERTHNASOL	O leiaf tair blynedd o brofiad ym maes tai neu faes cysylltiedig Rhaid gallu dangos gwybodaeth a dealltwriaeth dda o incwm tai a rheoli tenantiaethau Gwybodaeth am ddeddfwriaeth ac arferion Tai Rhaid meddu ar sgiliau pobl rhagorol Profiad o ddatblygu a rheoli gwasanaethau effeithiol sy'n canolbwyntio ar gwsmeriaid Profiad o reoli targedau a monitro / rheoli perfformiad cynhwysfawr Profiad o weithio mewn partneriaeth gydag ystod o asiantaethau eraill ac o	Gwybodaeth ymarferol gadarn o lywodraeth leol a chanolog	Ffurflen Gais Cyfweliad Asesiad

	ffurfio perthnasau cedyrn gyda budd-ddeiliaid Rhaid gallu dangos ymrwymiad i amrywiaeth a chydraddoldeb		
3. GWYBODAETH A SGILIAU CYSYLLTIEDIG Â'R SWYDD	Gwybodaeth am ddeddfwriaeth ac arferion Tai Dealltwriaeth o faterion sy'n wynebu cymunedau sy'n ddifreintiedig ac wedi'u heithrio Dangos y gallu i reoli cyllidebau Rhaid medru dangos y gallu i reoli amser, gweithio dan bwysau a bodloni terfynau amser Rhaid bod yn fedrus gyda TG a systemau TGCh a ddefnyddir yn rheolaidd Tystiolaeth o weithio ar eich liwt eich hun a gallu dangos sgiliau trefnu cadarn gyda'r gallu i flaenoriaethu Rhaid bod yn gyfathrebwr rhagorol a medru dangos sgiliau cyfathrebu o'r radd flaenaf		Ffurflen Gais Cyfweliad Asesiad
4. RHINWEDDAU PERSONOL	**<u>Effeithiolrwydd yn y swydd a chyflawni canlyniadau:</u>** Y cymhelliad, y sgiliau, y brwdfrydedd a'r ysgogiad i weithio'n effeithiol ac i gyflawni targedau **<u>Canolbwyntio ar y cwsmer yn gyntaf:</u>** Adnabod ein cwsmeriaid (mewnol ac allanol) a darparu gwasanaethau		Ffurflen Gais Cyfweliad Asesiad

	o ansawdd uchel i ragori ar ddisgwyliadau **<u>Gwaith tîm a phartneriaeth:</u>** cydweithio i ddarparu gwell gwasanaethau i gwsmeriaid a staff **<u>Meithrin cyswllt a rhwydweithio:</u>** Datblygu cydberthnasau cadarnhaol yn rhagweithiol ag eraill y tu mewn a'r tu allan i'r sefydliad **<u>Gwelliant parhaus, arloesi a rheoli newid:</u>** Gallu cefnogi newidiadau ac addasu iddynt yn ôl yr angen **<u>Ymrwymiad i gydraddoldeb ac amrywiaeth:</u>** Ymateb yn llwyddiannus i anghenion cwsmeriaid **<u>Safonau uchel o onestrwydd personol a phroffesiynol:</u>** Gallu ennyn hyder a pharch		
5. GOFYNION ERAILL	Empathi tuag at yr laith Gymraeg a diwylliant Cymreig Medru mynd i gyfarfodydd a gweithio gyda'r nos ac ar benwythnosau yn ôl yr angen	Y gall i siarad Cymraeg	Ffurflen Gais Cyfweliad

DENBIGHSHIRE COUNTY COUNCIL JOB DESCRIPTION

Job Title:	**Housing Officer**
Grade:	**7**
Service:	**Housing & Communities Service**
Service Area:	**Community Housing**
Responsible to:	**Senior Housing Officer**
Job ID Number:	**03556**
Welsh Language Standards	**Welsh Language Levels** **Desirable Level 1**

Job Purpose

To provide and deliver an efficient and effective housing service for customers.

To support a proactive and innovative approach to managing tenancies & communities.

To work as part of a team responsible for the delivery of excellent customer services focussing on delivering high quality services which matter to our customers and communities.

To assist in improving quality of life and the health and well-being to promote strong and sustainable communities.

Principal Accountabilities and Responsibilities

1. To provide an effective day to day housing service for all customers.
2. To deliver a comprehensive, customer focussed tenancy management service for a geographically defined area and work close to the community through agile working.
3. To support and strengthen collaborative working both internally and with external partners, to support and deliver a joint approach to tackling all tenancy related issues.
4. To lead, co-ordinate and work proactively with a wide range of partners to ensure that tenants can sustain their tenancies effectively and contribute to promoting sustainable communities.
5. To ensure that customers are aware of their responsibilities and tenancy obligations and to take the necessary enforcement action, including legal action and the preparation of relevant documents, to ensure that these are compiled with or ultimately carry out eviction to terminate a tenancy where necessary.
6. Support, engage and actively involve all tenants to ensure an inclusive approach is adopted when developing new initiatives and, in the design, and monitoring of wider services delivered by Denbighshire Housing.
7. To provide a fair service to all customers including working with customers who may have difficulty engaging with standard processes due to vulnerability, health or drug and alcohol issues for example.

8. To ensure where necessary, that customers have access to the appropriate support for their needs including making and monitoring referrals to support providers and working with providers to promote sustainable tenancies.
9. To work with partner agencies on initiatives and activities that will benefit communities such as financial inclusion or community safety activities for example.
10. To be responsible for procuring small scale works where necessary working within an agreed budget to deliver services.
11. To deliver services which comply with legislation, regulation, standing orders, financial regulations, statutory health and safety regulations.
12. To monitor and use performance and customer data to support the delivery and improvement of housing services and ensure detailed records are maintained on the housing management system to support this approach.
13. To represent the Council where required at local, regional and national forums and working groups for this area of service.
14. Work closely with all members of staff on projects, contributing to Denbighshire Housing's wider aims and objectives, including participation in task and finish groups, Service Improvement Plan groups, etc.
15. To deputise for your Senior Housing Officer as required.
16. To undertake any other duties as requested by the Senior Housing Officer/ Neighborhood Manager

Resources/Equipment/Material

Laptop, phone, budgetary and housing systems.

Supervision/Management of People

No direct line management responsibility.

Support volunteers working in their communities, working with Youth Service, Community Payback, Tenants and Residents Groups, and implementing Restorative Justice jointly with local policing.

Knowledge, Skills, Training and Experience

- A minimum of three years' experience in a housing or related role.
- Must be able to demonstrate knowledge and a sound understanding of housing income and tenancy management.
- Knowledge of Housing legislation and practice.
- Experience of managing targets.
- Experience of working in partnership with a range of other agencies and building strong stakeholder relationships.
- Must be able to demonstrate a commitment to diversity and equality.
- Evidence of working on own initiative and able to demonstrate strong organisational skills with the ability to prioritise and meet deadlines.

- Experience of Procurement Procedures to initiate and oversee works undertaken by external contractors whilst considering VFM and contract compliance.
- Experience of managing budgets.
- Ability to work independently and on own initiative with good organisational skills.
- Must be IT literate and proficient in use of regularly used ICT systems.
- Must be an excellent communicator and be able to demonstrate good verbal and non-verbal communication skills, relating to people from all walks of life.
- Must have strong empathy with the Welsh language and culture.

Special Working Conditions

- The post holder must be able to drive and have access to their own vehicle as and when required for work purposes.
- Although the post is 37 hours per week, a flexible approach to core working hours is required as frequent evening and weekend work may be required from time to time.
- Attend schemes and estates as required.
- The post holder will be required at all times to adhere to the council's lone worker and health and safety policies and procedures.

Employment Checks/ Specific Requirements

Risk Assessment in place for working with vulnerable people.

All new starters are required to undergo our standard safer recruitment checks; 2 satisfactory references covering 3 years' employment, evidence of essential qualifications, evidence of Right to Work in the UK.

Denbighshire County Council recognises its obligations to safeguard children and adults together with preventing slavery and human trafficking and will do all in its power to prevent slavery and human trafficking within its business. Modern slavery can take many forms including the trafficking of people, forced labour, servitude and slavery.

Safeguarding is everyone's business and all Denbighshire employees are required to work in accordance with the Council's Child / Adult Safeguarding policies and procedures and have a duty to report any concerns which may be noted during the course of their duties and are asked to be alert to the signs of exploitation. Concerns should be raised via their Designated Safeguarding Manager in order that the Council can take prompt action when exploitation is identified.

Vision/Context

To ensure Denbighshire Housing provides a quality service to customers and create sustainable communities where people are happy to live and work.

These services have a key role to play in delivering the Housing Strategy and is critical to the delivery of the Service Business Plan.

DENBIGHSHIRE COUNTY COUNCIL PERSON SPECIFICATION

The Person Specification sets out the skills, knowledge and experience that are considered to be necessary to carry out the duties of the post effectively. It will be used in the short-listing and interview process for this post. You should demonstrate on your application form how you meet these criteria as you will only be shortlisted if you meet all of the essential criteria (and desirable criteria where applicable).

Post Title:	**Housing Officer**
Service:	**Housing & Communities**
Grade:	**7**

CRITERIA	**ESSENTIAL**	**DESIRABLE**	**METHOD OF ASSESSMENT** Application Form / Interview / Presentation / References etc.
1. EDUCATION & QUALIFICATIONS	At least five GCSEs or equivalent, at grade 'C' or above including Maths and English	A qualification in housing, or related subject	Application Form
2. RELEVANT EXPERIENCE	A minimum of three years' experience in a housing or related role Must be able to demonstrate knowledge and a sound understanding of housing and tenancy management Knowledge of Housing legislation and practice Must have highly developed people skills Experience of developing and managing effective customer driven services Experience of managing targets and comprehensive performance monitoring / management Experience of working in partnership with a range of other agencies and	A sound working knowledge of local and central government	Application Form Interview Assessment

	building strong stakeholder relationships Must be able to demonstrate a commitment to diversity and equality		
3. JOB RELATED KNOWLEDGE & SKILLS	Knowledge of Housing Legislation and Practice Understanding of issues facing deprived communities and excluded people Demonstrate ability to manage budgets Must be able to demonstrate an ability to manage time, work under pressure and meet deadlines Must be IT literate and proficient in use of regularly used ICT systems Evidence of working on own initiative and able to demonstrate strong organisational skills with the ability to prioritise Must be an excellent communicator and be able to demonstrate excellent communication skills		Application Form Interview Assessment
4. PERSONAL QUALITIES	**Effectiveness in role and achieving results:** Having the skills motivation, enthusiasm and drive to work effectively and achieve goals		Application Form Interview Assessment

	<u>Customer first focus:</u> Recognising our customers (internal and external) and delivering high-quality services to exceed expectation **<u>Team work and partnership</u>:** working together to deliver better services for customers and staff **<u>Liaising and networking:</u>** Pro-actively building positive relationships with others inside and outside the organisation. **<u>Continuous improvement, innovation and managing change:</u>** Able to support and adapt to change as required **<u>Committed to equality and diversity:</u>** Successfully responding to the identified needs of customers **<u>High standards of personal and professional integrity:</u>** Able to inspire confidence and respect		
5. OTHER REQUIREMENTS	Empathy with the Welsh Language and Culture Ability to attend evening meetings and weekend working as required	Fluent in Welsh language	Application Form Interview