Uwch Swyddog Tai

Cyfeirnod y swydd: HCCH00006D1FDE
Lleoliad: Rhuthun & Ar draws y Sir
Cyflog: Gradd 9, £42,123 - £44, 253 y flwyddyn
Oriau: Llawn amser, 37 awr yr wythnos
Contract: Parhaol

Mae Tai Cymunedol Sir Ddinbych yn chwilio am Swyddog Uwch Swyddog Tai hyderus a chefnogol i helpu i arwain ein Tîm Cymdogaeth.

Byddwch yn chwarae rhan allweddol wrth ddarparu gwasanaeth tenantiaeth o ansawdd uchel, yn cefnogi preswylwyr i gynnal eu tenantiaethau, ac yn helpu cymunedau lleol i ffynnu.

Ynghyd â rheoli achosion cymhleth, byddwch yn darparu arweinyddiaeth ddydd i ddydd, hyfforddiant, a chefnogaeth i dîm o Swyddogion Tai er mwyn sicrhau darparu gwasanaeth cyson ac o berfformiad uchel.

Mae'r apwyntiad yn dibynnu ar Gwirio Gwasanaeth Datgelu ac Atal a chyfeiriadau boddhaol.

Os hoffech drafod unrhyw agwedd ar y swydd, ffoniwch Nia Edwards ar 01824 712904.

Os oes gennych ddiddordeb yn y swydd wag 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 706100.

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 ganiatáol nad ydych wedi cyrraedd y rhestr fer am gyfweliad.

Dyddiad Cau: 25/11/2026
Dyddiad Cyfweliad: 07/12/2026

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.

Senior Housing Officer

Job reference: HCCH00006D1FDE
Location: Ruthin & Across the County
Salary: Grade 9, £42,123 - £44, 253 per annum
Hours: Full time, 37 per week
Contract: Permanent

Denbighshire Community Housing are looking for a confident and supportive Senior Housing Officer to help lead our Neighbourhood Team.

You will play a vital role in delivering high-quality tenancy service, supporting residents to sustain their tenancies, and helping local communities thrive.

Alongside managing a complex caseload, you will provide day-to-day leadership, coaching, and support to a team of Housing Officers to ensure consistent, high performing service delivery.

Appointment subject to Disclosure & Barring Service Check and 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 706101.

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: 07/12/2026

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:	**Uwch Swyddog Tai**
Graddfa:	**9**
Gwasanaeth:	**Gwasanaeth Tai a Chymunedau**
Maes Gwasanaeth:	**Tai Cymunedol**
Yn atebol i:	**Rheolwr Cymdogaeth**
Cyfeirnod y Swydd / Dyddiad cyhoeddi:	

Pwrpas y Swydd

I reoli a chydlynu gwaith Swyddogion Tai i sicrhau darparu gwasanaethau cwsmeriaid rhagorol gan ganolbwyntio ar ddarparu gwasanaethau o ansawdd uchel sy'n bwysig i'n cwsmeriaid.

Sicrhau darparu gwasanaethau Cymdogaethau a Rheoli Incwm effeithlon ac effeithiol i gwsmeriaid.

Cefnogi dull arloesol a phersbectif o reoli tenantiaethau a chymdogaethau.

Prif Gyfrifoldebau

1. I gydlynu darpariaeth gwasanaeth Incwm a Rheoli Tai sy'n canolbwyntio ar gwsmeriaid sy'n diwallu ystod eang o anghenion cwsmeriaid ac yn darparu gwasanaethau o ansawdd, effeithlon ac yn werth am arian i'r Cyngor.

2. Rheoli llinell, cefnogi a chanllawio tîm o Swyddogion Tai i sicrhau rheolaeth flaengar ar bethau ardal a chyflawni canlyniadau cadarnhaol i gwsmeriaid, i gyd o fewn targedau perfformiad.

3. Sicrhau bod y gwasanaeth rheoli tai yn cydymffurfio â deddfwriaeth berthnasol fel bod y Cyngor yn cwrdd â'i gyfrifoldebau statudol.

4. Darparu canllaw cryf i Swyddogion Tai a gweithio gyda phartneriaid i ddatrys amgylchiadau cartref cymhleth, bregus a heriol a sicrhau bod risg i'r cyngor yn cael ei reoli.

5. I gydlynu a gweithio'n weithredol gydag ystod eang o bartneriaid, (gan gynnwys Eiddo, Cefnogaeth Tenantiaeth) i sicrhau bod tenantiaid yn gallu cynnal eu tenantiaethau'n effeithiol ac yn cyfrannu i hyrwyddo cymunedau cynaliadwy.

6. Sicrhau bod Tîm Tai Cymunedol yn cefnogi tai i gwrdd â'u cyfrifoldebau rhent ac yn hyrwyddo cynnwys ariannol.

7. Gweithio'n weithredol gyda chydweithwyr a phartneriaid i chwilio am ddulliau ac atebion arloesol i faterion denantiaeth a sicrhau nad oes unrhyw ddi-berchnogaeth.

8. Sicrhau bod y Tîm Tai yn cymryd dull gweithredol fel bod tenantiaid yn ymwybodol o'u cyfrifoldebau a'u rhwymedigaethau denantiaeth ac y caiff camau gorfodi priodol a chymesur eu cymryd.

9. Sicrhau bod ymchwiliad a gweithredoedd yn cael eu cymryd yn gyflym i ymdrin yn effeithiol ag ASB, cam-drin domestig, hiliaeth a cham-drin arall.

10. Gwiriad ansawdd a monitro gweithgarwch a pherfformiad Swyddogion Tai i sicrhau bod gwasanaeth cyson yn cael ei ddarparu o fewn targedau cytunedig.

11. Cefnogi, ymgysylltu ac ymgorffori'r holl denantiaid yn weithredol er mwyn sicrhau y cymhellir dull cynhwysol wrth ddatblygu mentrau newydd ac yn y dyluniad a'r monitro o wasanaethau ehangach a gyflwynir gan Dai Sir Ddinbych.

12. Sicrhau bod gwasanaeth teg ar gael i'r holl gwsmeriaid yn enwedig y rhai a allai gael trafferth gyda gweithdrefnau safonol oherwydd eu bod ag agored i niwed, iechyd neu broblemau sylweddau a diod er enghraifft.

13. Adnabod lle bo angen bod gan gwsmeriaid fynediad i'r cymorth priodol ar eu hanghenion gan gynnwys gwneud a monitro cyfeiriadau i ddarparwyr cymorth a gweithio gyda darparwyr i hybu tenantiaethau cynaliadwy.

14. Darparu gwasanaethau sy'n cydymffurfio â deddfwriaeth, rheoliadau, gorchmynion parhaol, rheoliadau ariannol, rheoliadau iechyd a diogelwch statudol.

15. I fonitro a defnyddio data perfformiad a chwsmeriaid i gefnogi darparu a gwella gwasanaethau Incwm ac Ardal tai a sicrhau bod cofnodion manwl yn cael eu cadw ar y system rheoli tai i gefnogi'r dull hwn.

16. I gynrychioli'r Cyngor lle bo angen mewn fforymau a grwpiau gwaith lleol, rhanbarthol a chenedlaethol ar gyfer y maes gwasanaeth hwn.

17. Gweithio'n agos gyda phob aelod o staff ar brosiectau, gan gyfrannu at nodau ehangach Tai Sir Ddinbych, gan gynnwys cymryd rhan mewn grwpiau tasg a gorffen, grwpiau Cynllun Gwelliant Gwasanaeth, er enghraifft.

18. I gyflawni unrhyw ddyletswyddau eraill fel y gofynnir gan y Rheolwr Cymdogaeth.

Adnoddau / Offer / Deunyddiau

Gliniadur, ffôn, systemau cyllidebol a thai.

Goruchwylio / Rheoli Pobl

Cyfrifoldeb rheoli uniongyrchol ar dîm o 6 Swyddog Tai.

Gwybodaeth, Sgiliau, Hyfforddiant a Phrofiad

- leiaf tair blynedd o brofiad mewn rôl tai neu rôl gysylltiedig.
- Mae'n rhaid gallu dangos gwybodaeth a dealltwriaeth o faterion tai a chymunedol.
- Gwybodaeth am ddeddfwriaeth a arfer tai.
- Profiad o weithio mewn partneriaeth gyda nifer o asiantaethau eraill a chreu perthnasoedd cryf â rhanddeiliaid.
- Mae'n rhaid gallu dangos ymrwymiad i amrywiaeth a chyfiawnder.
- Tystiolaeth o weithio ar eich menter eich hun ac gallu dangos sgiliau trefnu cryf gyda'r gallu i flaenoriaethu a chyflawni terfynau amser.
- Gallu gweithio'n annibynnol ac ar eich menter eich hun gyda sgiliau trefnu da.
- Mae'n rhaid bod yn hyddysg TG ac yn fedrus yn defnyddio systemau TG cyffredin.
- Mae'n rhaid bod yn gyfathrebwr ardderchog ac yn gallu dangos sgiliau cyfathrebu llafar ac an-lafar da, gan gysylltu â phobl o bob haen o fywyd.
- Mae'n rhaid cael empathi cryf gyda'r iaith a diwylliant Cymraeg.

Amodau Gwaith Arbennig

Rhaid i'r person sy'n dal y swydd allu gyrru a chael mynediad i'w gerbyd ei hun fel y bydd ei angen ar gyfer gwaith.

Er bod y swydd yn 37 awr yr wythnos, mae angen agwedd hyblyg tuag at oriau gwaith craidd gan y gallai'r gwaith nos a'r penwythnos fod yn ofynnol o bryd i'w gilydd.

Mynychu cynlluniau a stadau fel y bo'n ofynnol.

Bydd yn ofynnol i'r person sy'n dal y swydd gadw at bolisïau a gweithdrefnau'r cyngor ar weithwyr unigol ac iechyd a diogelwch ar bob adeg.

Archwiliadau Cyflogaeth / Gofynion Penodol

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
Mae blaenoriaethau corfforaethol y Cyngor yn cynnwys "Tai – cael pawb wedi'u cefnogi i fyw mewn tai sy'n cwrdd â'u hanghenion". Mae gan y gwasanaethau hyn rôl allweddol wrth gyflawni'r Strategaeth Tai ac mae'n hanfodol i gyflawni Cynllun Busnes Gwasanaeth Cwsmeriaid a Chymunedau.

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:	**Uwch Swyddog Tai**
Gwasanaeth:	**Gwasanaeth Tai a Chymunedau (Tai Cymunedol)**
Graddfa:	**9**

MEINI PRAWF	**HANFODOL**	**DYMUNOL**	**DULL ASESU** Ffurflen Gais / Cyfweliad / Cyflwyniad / Geirda ac ati
1. ADDYSG A CHYMWYSTERAU	Gradd HND / HNC neu gyfwerth mewn Tai neu bwnc cysylltiedig.	Cymhwyster mewn tai, neu bwnc tebyg.	Ffurflen gais
2. PROFIAD PERTHNASOL	O leiaf tair blynedd o brofiad mewn rôl tai neu gysylltiedig. Profiad o ddatblygu a rheoli gwasanaethau effeithiol sy'n ganolog i'r cwsmer. Profiad o reoli targedau a monitro/perfformiad cynhwysfawr. Profiad o weithio mewn partneriaeth â gwahanol asiantaethau a chreu perthnasoedd cryf â rhanddeiliaid. Profiad o reoli risg a delio â sefyllfaoedd cymhleth. Profiad o reoli staff i sicrhau perfformiad uchel	Gwybodaeth gadarn am sut mae llywodraeth leol a chanolog yn gweithio.	Ffurflen gais / cyfweliad / asesiad

3. GWYBODAETH A SGILIAU CYSYLLTIEDIG Â'R SWYDD	Rhaid gallu dangos gwybodaeth a dealltwriaeth o reoli tai. Dealltwriaeth o faterion sy'n wynebu cymunedau difreintiedig a phobl sydd wedi'u heithrio. Rhaid gallu dangos gallu i reoli amser, gweithio o dan bwysau a chyrraedd dyddiadau cau. • Rhaid bod yn llythrennol TG ac yn fedrus yn defnyddio systemau TG rheolaidd. • Tystiolaeth o weithio ar eich menter eich hun ac yn gallu dangos sgiliau trefnu cryf gyda'r gallu i flaenoriaethu. • Rhaid bod yn gyfathrebwr rhagorol ac yn gallu dangos sgiliau cyfathrebu rhagorol.		Ffurflen gais / cyfweliad / asesiad
4. NODWEDDION PERSONOL	Cael y sgiliau, yr ysbrydoliaeth, y brwdfrydedd a'r ysgogiad i weithio'n effeithiol a chyflawni nodau. Cydnabod ein cwsmeriaid (mewnol ac allanol) a darparu gwasanaethau o ansawdd uchel i ragori ar ddisgwyliad. • Gallu adeiladu perthnasoedd cadarnhaol yn weithredol gydag eraill tu mewn a'r tu allan i'r sefydliad.		Ffurflen gais / cyfweliad / asesiad

	Gallu cefnogi ac addasu i newid pan fo angen. Ymroddedig i gymdeithas gyfartal ac amrywiol.		
5. GOFYNION ERAILL	Gallu mynychu cyfarfodydd nos a gweithio penwythnosau fel sydd ei angen Empathi gyda'r Gymraeg a diwylliant Cymru.	Allu cyfathrebu'n llafar drwy gyfrwng y Gymraeg	Ffurglen gain / cyfweliad

DENBIGHSHIRE COUNTY COUNCIL JOB DESCRIPTION

Job Title:	**Senior Housing Officer**
Grade:	**9**
Service:	**Housing & Communities Service**
Service Area:	**Community Housing**
Responsible to:	**Neighbourhood Manager**
Job ID Number / Date Issued:	

Job Purpose

To line manage and coordinate the work of Housing Officers to ensure delivery of excellent customer services focussing on delivering high-quality services which matter to our customers.

To ensure delivery of efficient and effective Neighbourhood and Income Management services for customers.

To support an innovative and proactive approach to managing tenancies & neighbourhoods.

Principal Accountabilities and Responsibilities

1. To coordinate the delivery of a customer focussed Income and Housing Management service that meets the wide range of customer needs and delivers quality, efficient and value for money services for the Council.

2. Line manage, support and guide a team of Housing Officers to ensure proactive patch management and the delivery of positive outcomes for customers, all within performance targets.

3. Ensure the housing management service complies with relevant legislation so the Council meets its statutory responsibilities.

4. Provide strong guidance to Housing Officers and work with partners to resolve complex, vulnerable and challenging household circumstances and ensure risk to the council is managed.

5. To co-ordinate and work proactively with a wide range of partners, (including Property, Tenancy Support) to ensure that tenants are able to sustain their tenancies effectively and contribute to promoting sustainable communities

6. To ensure that the Community Housing Team supports households to meet their rent responsibilities and promotes financial inclusion.

7. Work proactively with colleagues and partners to find innovative approaches and solutions to tenancy issues and ensure no evictions into homelessness.

8. To ensure that the Housing Team takes a proactive approach so that tenants are aware of their responsibilities and tenancy obligations and that appropriate and proportionate enforcement action is taken.

9. Ensure investigation and actions are taken quickly to deal effectively with ASB, domestic abuse, racial and other harassment.

10. Quality check and monitor the case load activity and performance of Housing Officers to ensure a consistent service is delivered within agreed targets.

11. 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.

12. To ensure that a fair service is provided to all customers particularly customers who may have difficulty engaging with standard processes due to vulnerability, health or drug and alcohol issues for example.

13. To identify 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.

14. To deliver services which comply with legislation, regulation, standing orders, financial regulations, statutory health and safety regulations

15. To monitor and use performance and customer data to support the delivery and improvement of Income and Neighbourhood housing services and ensure detailed records are maintained on the housing management system to support this approach.

16. To represent the Council where required at local, regional and national forums and working groups for this area of service.

17. 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, for example.

18. To undertake any other duties as requested by the Neighbourhood Manager.

Resources/Equipment/Material

Laptop, phone, budgetary and housing systems.

Supervision/Management of People

Direct line management responsibility of a team of 6 Housing Officers.

Knowledge, Skills, Training and Experience

- A minimum of three years' experience in a housing or related role.
- Must be able to demonstrate knowledge and an understanding of housing and community issues.
- Knowledge of Housing legislation and practice
- 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.
- 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

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

The Council's corporate priorities include "Housing – everyone is supported to live in housing to meet their needs".

These services have a key role to play in delivering the Housing Strategy and is critical to the delivery of the Customers & Communities 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:	**Senior Housing Officer**
Service	**Housing & Communities Service (Community Housing)**
Grade:	**9**

CRITERIA	**ESSENTIAL**	**DESIRABLE**	**METHOD OF ASSESSMENT** Application Form / Interview / Presentation / References etc
1. EDUCATION & QUALIFICATIONS	A degree HND / HNC or equivalent in Housing or related subject	A qualification in housing, or related subject.	Application
2. RELEVANT EXPERIENCE	A minimum of three years' experience in a housing or related role. 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 building strong stakeholder relationships	A sound working knowledge of local and central government.	Application / interview / assessment

	Experience of managing risk and dealing with complex situations. Experience of managing staff to ensure high level performance		
3. JOB RELATED KNOWLEDGE & SKILLS	Must be able to demonstrate knowledge and an understanding of housing management. Understanding of issues facing deprived communities and excluded people. 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 / interview / assessment

4. PERSONAL QUALITIES	Having the skills motivation, enthusiasm and drive to work effectively and achieve goals Recognising our customers (internal and external) and delivering high-quality services to exceed expectation Ability to pro-actively build positive relationships with others inside and outside the organisation. Ability to support and adapt to change as required. Committed to equality and diversity		Application form/ Interview/ Assessment
5. OTHER REQUIREMENTS	Ability to attend evening meetings and weekend working as required Ability to demonstrate an empathy with the Welsh language and culture	Be able to communicate verbally through the medium of Welsh	Application / Interview