Disgrifiad Swydd

Teitl y Swydd: Asesydd Budd-dal Tai.

Gradd Cyflog: 7

Cyfeirnod Gwerthuso Swydd (Defnydd AD): JD 1944-01

Prif Ddiben y Swydd:

- Darparu gwasanaeth o ansawdd uchel i gwsmeriaid, gan sicrhau y caiff ceisiadau am Fudd-dal Tai, Gostyngiad Treth y Cyngor, Prydau Ysgol am Ddim a Grantiau Hanfodion Ysgol eu hasesu a'u gweinyddu'n brydlon ac yn gywir, ac yn unol â deddfwriaeth, polisïau lleol a gweithdrefnau**.**

- Sicrhau bod camau priodol yn cael eu cymryd i adennill Budd-dal Tai a ordalwyd ac i ganfod ac atal ceisiadau twyllodrus.

Tasgau a Chyfrifoldebau Allweddol:

- Gwirio ac asesu ceisiadau am Fudd-dal Tai, Gostyngiad Treth y Cyngor, Prydau Ysgol am Ddim a Grantiau Hanfodion Ysgol yn gywir, a dyfarnu'r budd-daliadau a'r grantiau priodol, gan gynnwys pan fo amgylchiadau'n newid, a hysbysu cwsmeriaid yn unol â hynny.

- Nodi unrhyw ordaliad o Fudd-dal Tai yn gywir a sicrhau bod camau priodol yn cael eu cymryd i adennill unrhyw ddyled yn brydlon, yn effeithiol ac yn effeithlon.

- Ymateb yn llawn ac yn gywir i ymholiadau gan gwsmeriaid yn ysgrifenedig, dros y ffôn neu, pan fo angen, wyneb yn wyneb yn y llyfrgell gyhoeddus ar gais.

- Ymateb i ymholiadau a chysylltu, fel y bo'n briodol, ag adrannau eraill y Cyngor, asiantaethau allanol a chyrff perthnasol, yn ôl yr angen ac yn unol â gofynion cyfreithiol.

- Cynnal cyfrinachedd a diogelwch gwybodaeth bersonol a chynnal gwiriadau data ar systemau mynediad diogel, gan gydymffurfio'n llawn â'r gofynion o ran diogelwch a chyfrinachedd a nodir mewn unrhyw femorandwm cyd-ddealltwriaeth ac â rheoliadau GDPR.

- Sicrhau dealltwriaeth gyfredol o systemau cyfrifiadurol perthnasol a newidiadau i ddeddfwriaeth er mwyn cynnal y gronfa ddata budd-daliadau yn gywir.

- Cynorthwyo i nodi ceisiadau a allai fod yn dwyllodrus a dilyn y gweithdrefnau cywir ar gyfer eu hatgyfeirio at y Timau Ymchwilio perthnasol.

- Cyrraedd y targedau perfformiad a chywirdeb y cytunwyd arnynt, gan ddarparu gwasanaeth o ansawdd uchel a gwasanaeth rhagorol i gwsmeriaid ar yr un pryd.

- Hyfforddi a mentora, yn ôl yr angen, i gefnogi datblygiad parhaus aelodau newydd o staff.

- Dangos hyblygrwydd wrth gyflawni dyletswyddau, a all amrywio yn unol ag anghenion y gwasanaeth ac sy'n gyson â phroffil cyffredinol y swydd, gan gynnwys cynorthwyo gyda gwaith prosiect lle bo angen.

- Cyfrannu at adolygu a gwella prosesau ac arferion gwaith Budd-dal Tai a Gostyngiad y Dreth Gyngor yn barhaus, gan sicrhau effeithlonrwydd, cywirdeb a chanlyniadau cadarnhaol i gwsmeriaid, wrth addasu i anghenion gwasanaeth sy'n esblygu.

Gwiriad y Gwasanaeth Datgelu a Gwahardd*: DBS Sylfaenol

Manyleb Person

Gofynion Hanfodol

Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Hanfodol:

- NVQ Lefel 3 neu Lefel UG (AS Level) neu 5 TGAU (neu gymwysterau cyfatebol), 5 TGAU gradd A–C (gan gynnwys Mathemateg a Iaith Saesneg) a phrofiad cyfatebol y gellir ei ddangos

Profiad hanfodol:

- Gwybodaeth ymarferol am becynnau TG safonol, e.e. Word, Excel ac Outlook.
- 3 blynedd o brofiad o weithio ym maes budd-daliadau/lles, **neu** 5 mlynedd o brofiad o weithio mewn amgylchedd sy'n ymwneud â gwasanaeth cwsmeriaid neu gyllid.

Sgiliau ymarferol/personol hanfodol:

- Sgiliau rhagorol o ran gofal cwsmeriaid a chyfathrebu, ar lafar ac yn ysgrifenedig.
- Gallu delio â chwsmeriaid anodd ac, ar adegau, cwsmeriaid dig, dros y ffôn ac mewn cyfweliad wyneb yn wyneb.
- Gallu trefnu a rheoli llawer iawn o waith yn gywir ac yn gyflym, a'i gwblhau o fewn yr amserlenni penodol.
- Gallu gweithio dan bwysau ac ymateb yn gadarnhaol iddo.
- Sgiliau rhifedd, cyfrifyddu a llythrennedd da.
- Sgiliau teipio a defnyddio bysellfwrdd da.
- Gallu addasu i newidiadau cyson mewn deddfwriaeth a meddalwedd.
- Dealltwriaeth o'r Rheoliad Cyffredinol ar Ddiogelu Data (GDPR) ac o natur gyfrinachol y gwaith.
- Dangos y gallu i weithio'n annibynnol ac fel rhan o dîm.

Sgiliau Iaith Saesneg:

Gwrando a Siarad

- Lefel 5: Gall gyfrannu’n rhugl ac yn hyderus mewn perthynas â phob agwedd ar waith dyddiol, gan gynnwys trafod a chynghori ar faterion technegol, arbenigol neu sensitif.

Sgiliau Darllen

- Lefel 5: Gall ddeall adroddiadau, dogfennau ac erthyglau y mae'n debygol o'u darllen yn ystod ei waith, gan gynnwys cysyniadau cymhleth a fynegir mewn termau astrus.

Sgiliau Ysgrifennu

- Lefel 5: Gall ysgrifennu gohebiaeth fusnes, adroddiadau byr, negeseuon e-bost a llenyddiaeth wybodaeth i safon dderbyniol gyda chymorth offer iaith. Gall ysgrifennu nodiadau manwl mewn cyfarfod wrth gyfrannu'n llawn.

Sgiliau Iaith Gymraeg:

Gwrando a Siarad

- Lefel 3: Gall ddeall a chymryd rhan yn y rhan fwyaf o sgyrsiau dyddiol nad ydynt yn dechnegol yn y swyddfa. Gall gynghori'r cyhoedd ar faterion cyffredinol o fewn ei faes gwaith, ond rhaid troi at y dewis iaith ar gyfer termau technegol neu arbenigol. Gall gyfrannu at gyfarfodydd neu gyflwyniadau o fewn ei faes gwaith, ond rhaid troi at y dewis iaith ar gyfer termau technegol neu arbenigol.

Sgiliau Darllen

- Lefel 2: Gall ddeall y rhan fwyaf o adroddiadau byr a chyfarwyddiadau cyfarwydd o fewn ei faes arbenigedd, os rhoddir digon o amser.

Sgiliau Ysgrifennu

- Lefel 2: Gall ysgrifennu neges fer a syml ar bapur neu drwy e-bost at gydweithiwr yn y Cyngor neu gyswllt allanol hysbys.

Gofynion Dymunol

Cymwysterau Academaidd / Proffesiynol / Technegol / Galwedigaethol Dymunol:

- Cymhwyster Y Sefydliad Ardrethu a Phrisio Refeniw (IRRV)

Profiad dymunol:

- 3 blynedd o brofiad o weinyddu Budd-dal Tai a Chymorth Treth y Cyngor

Sgiliau ymarferol/personol dymunol:

- Dealltwriaeth o Fudd-daliadau Lles.
- Gallu i ddadansoddi data o nifer o wahanol ffynonellau i asesu budd-daliadau yn gywir e.e. Elw a Cholled a Mantolenni Hunangyflogedig, Treth ac Yswiriant Gwladol.
- Gwybodaeth am MRI neu system debyg ar gyfer gweinyddu Budd-dal Tai (darperir hyfforddiant).
- Yn gyfarwydd â systemau rheoli dogfennau electronig a systemau sy'n seiliedig ar brosesau, e.e. Civica365 (darperir hyfforddiant).

Job Description

Job Title: Housing Benefit Assessor

Pay Grade: 7

Job Evaluation Reference (HR Use):JD 1944-01

Main Purpose of the Job:

- To provide a high-quality service to customers, ensuring that claims for Housing Benefit, Council Tax Reduction, Free School Meals & School Essentials Grants are determined and administered promptly, accurately and in accordance with legislation, local policies and procedures**.**

- Ensures that the appropriate action is taken to recover overpaid Housing Benefit and to detect and prevent fraudulent claims.

Key Tasks & Responsibilities:

- Accurately verify, assess and award claims for Housing Benefit, Council Tax Reduction, Free School Meals and School Essentials Grants accurately, including changes in circumstances, and notify customers accordingly.

- Correctly identify any overpayment of Housing Benefit and ensure appropriate action is taken to recover any debt promptly, effectively and efficiently.

- Respond fully and accurately to customer enquiries in writing, by telephone or, when required, in person at the public library upon request.

- Respond to enquiries and liaise, as appropriate, with other Council departments, external agencies and relevant bodies, as needed and within legal requirements.

- Maintain the confidentiality and security of personal information and undertake data checks on secure access systems in full compliance with the security and confidentiality requirements set out any memorandum of understanding and GDPR regulations.

- Keep knowledge of relevant computer systems and legislative changes up to date to ensure the benefits database is maintained accurately.

- Support the identification of potential fraudulent claims and correctly follow referral procedures to the relevant Investigations Teams.

- Meet agreed performance and accuracy targets while providing a high-quality service and excellent customer care.

- Provide coaching and mentoring, as required, to support the ongoing development of new staff.

- Demonstrate flexibility in undertaking duties, which may be varied, subject to service needs and consistent with the overall profile of the post, including support for project work where required.

- Contribute to the ongoing review and continuous improvement of Housing Benefit and Council Tax Reduction processes and working practices, ensuring efficiency, accuracy and positive customer outcomes while adapting to evolving service needs.

Disclosure & Barring Service Check*: DBS Basic

Person Specification

Essential Requirements

Essential Academic / Professional / Technical / Vocational Qualifications:

- NVQ Level 3 or AS Level or 5 GCSE's (or equivalent qualifications) 5 GCSE's Grade A* - C (including Mathematics and English Language) **and** equivalent demonstrable Experience.

Essential experience:

- Working knowledge of standard IT packages e.g. Word, Excel, Outlook
- 3 Years experience of working in a benefits / welfare environment **or** 5 years in a customer service-based or financial environment

Essential practical/personal skills:

- Excellent customer care and communication skills both verbal and in writing.
- Ability to deal with difficult and sometimes irate customers by telephone and personal interview.
- Be able to organise and manage large volumes of work accurately, at speed and deliver within given timescales.
- Be able to work and respond positively to pressure.
- Good numeracy, accounting and literacy skills.
- Good typing and keyboard skills.
- Adaptable to frequent legislative and software changes.
- Understanding of the General Data Protection Regulation (GDPR) and the confidential nature of the work.
- Demonstrate the ability to work independently and as part of a team.

English Language Skills:

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.

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.

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.

Welsh Language Skills:

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.

Reading Skills

- **Level 2:** Can understand most short reports and familiar instructions within his/her own area of expertise, provided enough time is given.

Writing Skills

- **Level 2:** Can write a short simple message on paper or by e-mail to a colleague within the Council or a known external contact.

Desirable Requirements

Desirable Academic / Professional / Technical / Vocational Qualifications:

- IRRV (Institute of Revenues, Rating and Valuation) Qualification

Desirable experience:

- 3 years' experience of Housing Benefit and Council Tax Support administration

Desirable practical/personal skills:

- Understanding of Welfare Benefits.

- Ability to analyse data from a number of different sources to correctly assess benefit e.g. Self-employed Profit and Loss and Balance sheets, Tax and National Insurance.
- Knowledge of MRI or other similar Housing Benefit administration system (training will be given
- Familiarity with electronic document management and process-based systems e.g. Civica365 (training will be given).