Proffil Swydd/Job Profile

Teitl y Swydd – Ymgynghorydd Adennill
Post Title - Recovery Advisor

Adran	Gwasanaethau Corfforaethol
Department	Corporate Services
Is-Adran/Adain	Refeniw a Chydymffurfiaeth Ariannol
Division/Section	Revenue and Financial Compliance
Gradd/Grade	D
Rhif y Swydd/Post Number	005043
Paratowyd Gan/Prepared by	Ann Thomas
Dyddiad Paratoi/Date prepared	Mai/May 2025

Mae diogelu yn fater i bawb. Mae gan bob un ohonom gyfrifoldeb am amddiffyn plant ac oedolion sydd mewn perygl, gweithio mewn ffordd sy'n hyrwyddo ac yn cefnogi eu budd pennaf, a rhoi gwybod am unrhyw bryderon.

Safeguarding is everyone's business. All of us have a responsibility for protecting children and adults at risk, working in a way that promotes and supports their best interests and for reporting any concerns

Prif Ddiben y Swydd

- Prif rôl y Tîm Adennill yw cyflawni'r holl gamau adennill sy'n ymwneud â Threth Gyngor ac Ardrethi Annomestig sydd heb eu talu.

- Prif bwrpas swydd y Cynghorydd Adennill yw cynorthwyo a mynd ati eich hunan os yw'n berthnasol i gyflawni'r amrywiol agweddau ar y broses adennill yn gyffredinol, a hynny'n bennaf ond nid yn unig, o'r cam lle mae hysbysiadau atgoffa yn cael eu hanfon ac yna'r camau dilynol. Bydd hyn yn cynnwys cyswllt mynych dros y ffôn ac wyneb yn wyneb yn sgil camau adennill dyledion.

Y Prif Ddyletswyddau

• Cefnogi Arweinydd y Tîm Adennill a'r Cynorthwywyr Adennill ym mhob cam o'r broses adennill a gyflawnir yn unol â rheolau a gofynion deddfwriaethol, a gweithdrefnau mewnol, ynghylch y Dreth Gyngor ac Ardrethi Annomestig (Busnes) sydd heb eu talu, gan gynnwys anfon Gwysion a Hysbysiadau Gorchmynion Dyled, er mwyn sicrhau bod cymaint â phosibl o ôl-ddyledion yn cael eu hadennill.

• Cael nodiadau atgoffa gan Northgate gan ddefnyddio paramedrau a symiau dethol priodol fel y cytunwyd â'r Uwch-swyddog Adennill i'w rhoi i gwsmeriaid mewn modd amserol i sicrhau bod y broses adennill yn cael ei chychwyn mewn modd effeithlon ac amserol.

• Delio ag ymholiadau gan gysylltiadau ffôn, ymholiadau wyneb yn wyneb a gohebiaeth gan unigolion sydd heb dalu'r Dreth Gyngor ac sy'n aml yn anfoddog neu'n ofidus, yn ogystal â'u cynrychiolwyr (h.y. cyfreithwyr, Cyngor ar Bopeth, staff y Ganolfan Gwasanaethau Cwsmeriaid ac ati) a rhanddeiliaid eraill a phenderfynu ar y camau priodol ynghylch hynny.

• Rhoi gwybodaeth a chyngor i gwsmeriaid a'u cynrychiolwyr mewn perthynas ag opsiynau adennill sy'n agored i'r awdurdod gan gynnwys goblygiadau a chanlyniadau camau gorfodi, a rhoi esboniad o gyfrif y dreth gyngor os oes angen.

• Penderfynu ar y camau adennill mwyaf priodol ac effeithiol ar gyfer achosion unigol, megis Trefniadau Arbennig, cyfeirio at feili, gwasanaethu Gorchmynion Atafaelu Enillion/Budd-daliadau, cyfeirio at yr Asiantaeth Ymchwilio/Olrhain a chymryd y camau hynny yn dilyn hynny, er mwyn sicrhau bod cymaint â phosibl o Dreth Gyngor ac Ardrethi Annomestig ôl-ddyledus yn cael eu casglu, ac i'r gwrthwyneb, rhoi cyfarwyddyd i sefydliadau partner/allanol roi'r gorau i gymryd camau adennill mewn achosion unigol fel y bo'n briodol.

• Trafod telerau ad-dalu sy'n dderbyniol i'r ddwy ochr â chwsmeriaid yn ddyddiol a chytuno arnynt, gan sicrhau bod cytundebau fforddiadwy cadarn ar waith i adennill cymaint o ddyled â phosibl.

• Monitro ac adolygu achosion a gyfeiriwyd at bartneriaid allanol ar gyfer trefniadau adennill a thalu a gwneud penderfyniadau priodol lle mae diffygdalu drwy Drefniadau Talu, Gorchmynion Atafaelu Enillion/Budd-daliadau, gan gynnwys cydgysylltu â chyflogwyr ac asiantaethau budd-daliadau, er mwyn sicrhau bod taliadau a gytunwyd/didyniadau priodol yn cael eu gwneud mewn perthynas ag achosion ôl-ddyledion perthnasol.

• Prosesu taliadau Cerdyn Credyd/Debyd a sefydlu cyfarwyddiadau Debyd Uniongyrchol dros y ffôn.

Yn gyfrifol am staff/offer

Dim

Yn atebol i

Arweinydd y Tîm Trethi Lleol

Meini Prawf Hanfodol

Cymwysterau, Hyfforddiant Galwedigaethol ac Aelodaethau Proffesiynol

- O leiaf Gradd C mewn TGAU Mathemateg, Saesneg neu unrhyw bwnc arall. (Neu gymhwyster cyfwerth).

Sgiliau sy'n Ymwneud â'r Swydd a Galluoedd

Un Tîm

Cydnabyddiaeth a Chymorth - Gallwch weithio'n dda fel rhan o dîm, gan ystyried eich llwyth gwaith eich hun a llwyth gwaith eraill i flaenoriaethu eich gwaith i gyflawni canlyniadau da. Gallwch gefnogi cydweithwyr gydag achosion anodd, gan rannu profiad a gwybodaeth lle bo hynny'n briodol.

Cwsmeriaid yn Gyntaf

Canolbwyntio ar y Cwsmer – Rydych chi'n gweithio gyda'n cwsmeriaid i'w cefnogi yn y ffordd orau bosibl i gael canlyniadau da i'r ddau barti. Gallwch ddarparu gwasanaeth rhagorol i gwsmeriaid wrth weithio dan bwysau ac adnabod y cwsmeriaid mwyaf agored i niwed a'u cyfeirio at gefnogaeth briodol.

Uniondeb

Gwneud Penderfyniadau - Rydych yn gwneud penderfyniadau da yn seiliedig ar y wybodaeth sydd gennych wrth law, gan sicrhau bod y cwsmeriaid yn deall sail eich penderfyniadau a bod prosesau a chanllawiau yn cael eu dilyn bob amser.

Gwrando

Cyfathrebu'n dda ag eraill - Rydych yn cyfathrebu'n glir mewn modd sy'n addas i'r derbynnydd. Mae eich sgiliau cyfathrebu ar lafar ac yn ysgrifenedig yn broffesiynol bob amser, gan gymryd gofal i wneud eich pwyntiau'n glir i eraill. Byddwch yn dangos doethineb a diplomyddiaeth wrth ymdrin â materion sensitif ac yn sicrhau bod nodiadau priodol yn cael eu cymryd bob amser.

Gwybodaeth

- Ar ôl cael hyfforddiant priodol, bydd deiliad y swydd yn meddu ar wybodaeth ymarferol dda o reoliadau Adennill Trethi Lleol. Bydd hefyd yn gymwys wrth ddefnyddio meddalwedd Northgate ar ôl cael hyfforddiant ac yn meddu ar sgiliau TG da eisoes. Disgwylir i ddeiliad y swydd ddatblygu gwybodaeth am y rheoliadau Trethi Lleol ehangach ar ôl cael hyfforddiant addas.
- Gwybodaeth ardderchog am weithio o fewn egwyddorion Y Rheoliad Cyffredinol ar Ddiogelu Data ac ymdrin â cheisiadau Deddf Rhyddid Gwybodaeth.

Profiad

- Profiad blaenorol o weithio gyda chwsmeriaid, ymdrin ag ymholiadau heriol, a darparu gwasanaeth cwsmeriaid o'r radd flaenaf.
- Sgiliau TG rhagorol a phrofiad amlwg o gymhwyso'r sgiliau, yn ddelfrydol mewn gweithle neu leoliad addysgol.
- Profiad o weithio gyda chwsmeriaid a delio ag ymholiadau heriol.

Rhinweddau Personol

- Profiad o weithio gyda chwsmeriaid allanol a'u cynrychiolwyr, a rhanddeiliaid allweddol eraill.
- Sgiliau cadarn o ran cyfathrebu, ar lafar ac yn ysgrifenedig a'r gallu i weithio'n dda fel rhan o dîm.

Meini Prawf Dymunol
Amherthnasol

Sgiliau Iaith a Chyfathrebu

Cliciwch ar y ddolen Beth yw lefel eich gallu?

Cymraeg	**Sgiliau Siarad Lefel 2**	**Sgiliau Ysgrifennu Lefel 2**
Saesneg	**Sgiliau Siarad Lefel 5**	**Sgiliau Ysgrifennu Lefel 5**
Arall (nodwch)		

GWIRIADAU'R GWASANAETH DATGELU A GWAHARDD
Gall gwiriadau DBS fod yn ofynnol ar gyfer rhai swyddi sy'n gweithio gyda phlant ac oedolion agored i niwed. Yn ofynnol ar gyfer y swydd hon: **Adran A – math o ddatgeliad Gwiriad Sylfaenol** **Adran B – math o weithlu Gweithlu Arall** **Adran C – A yw'r swydd yn gofyn am adnewyddu DBS bob 3 blynedd neu gofrestru gyda gwasanaeth diweddaru ar-lein y DBS? Nage**

Y RHESWM
Mynediad at wybodaeth yr Adran Gwaith a Phensiynau a Chyllid a Thollau Ei Fawrhydi

UNRHYW WYBODAETH ARALL
Disgwylir i bob gweithiwr gynnal gwerthoedd craidd yr Awdurdod, sydd wedi'u hadlewyrchu yn ein Fframwaith Ymddygiad a Gwerthoedd, a chynnal egwyddorion Polisi Cydraddoldeb ac Amrywiaeth yr Awdurdod neu, os ydynt yn gweithio mewn ysgol, Bolisi Cydraddoldeb ac Amrywiaeth yr ysgol, fel sy'n briodol i lefel atebolrwydd a chyfrifoldeb y swydd yn y sefydliad

Main Purpose of Job

- The Recovery Team's primary role is to undertake all stages of recovery action in respect of unpaid Council Tax and Non-Domestic Rates.

- The main purpose of the Recovery Advisor post is to assist with and, where relevant, personally undertake various aspects of the overall recovery process, primarily, but not exclusively, from the issue of reminder notices onwards. This will involve considerable level of telephone contact and frequent personal contact arising from debt recovery action.

Key responsibilities

- To support the Recovery Team Leader and Recovery Assistants in all stages of recovery action taken in accordance with legislative rules and requirements, and internal procedures, in respect of unpaid Council Tax and Non Domestic (Business) Rates, including the issuing of Summonses and Notice of Liability Orders, in order to maximise the recovery of outstanding debts.

- To extract reminders from Northgate using appropriate selection parameters and quantities as agreed with the Senior Recovery Officer for issuing to customers in a timely manner to ensure the recovery process is commenced in a timely efficient manner.

- To deal with and decide upon the appropriate action for, telephone contacts, personal face-to-face enquiries and correspondence from often disgruntled or emotionally upset, Council Tax defaulters, their representatives (i.e. solicitors, Citizens Advice Bureau, Customer Service Centre staff etc.) and other stakeholders.

- To provide information and advice to customers and their representatives in relation to recovery options open to the authority including the implications and consequences of enforcement action and provide an explanation of the council tax account if required.

- To decide upon, and subsequently apply, in accordance with legislative rules and requirements and established procedures, the most appropriate and effective recovery action to individual cases, such as Special Arrangements, bailiff referral, service of Attachment of Earnings/Benefit Orders, referral to Investigation/Tracing Agency, in order to maximise the collection of Council Tax and NNDR arrears, and conversely instruct partner/external organisations to cease recovery action in individual cases as and when appropriate

- To negotiate and agree mutually acceptable repayment terms with customers on a daily basis, ensuring robust affordable agreements are in place to maximise the recovery of the debt.

- To monitor and review cases referred to external partners for recovery and payment arrangements and make appropriate decisions where default occurs with Payment Arrangements, Attachment of Earnings/Benefit Orders, including liaison with employers and benefits agencies, in order to ensure agreed payments/appropriate deductions are made in relation to relevant arrears cases. .

- To process Credit/Debit Card payments and set up Direct Debit Instructions over the telephone.

Responsible for staff/equipment

None

Reporting to

Local Taxation Team Leader

Essential Criteria

Qualifications, Vocational training and Professional Memberships

- GCSE Gade C or above in Maths, English and one other subject. (Or equivalent).

Job Related Skills and Competencies

One Team

Recognition and Support - You can work well as part of a team, considering your own workload and that of others to prioritise your work to achieve good outcomes. You can support colleagues with difficult cases, sharing experience and knowledge where appropriate.

Customer First

Customer Focus – You work with our customers to support them in the best possible way to achieve good outcomes for both parties. You are able to deliver excellent customer service when working under pressure and identify the most vulnerable customers and signpost them to appropriate support.

Integrity

Decision Making – You make good decisions based on the information that you have to hand, ensuring the customers understand the basis of your decisions and that processes and guidelines are followed at all times.

Listening

Communicates well with others – You communicate clearly in a manner to suit the recipient. Your oral and written communication is professional at all times, taking care to make your points clearly to others. You demonstrate tact and diplomacy when dealing with sensitive matters and ensure appropriate notes are made at all times.

Knowledge

- After appropriate training the post holder will have a good working knowledge of Local Taxation Recovery regulations. They will also be competent in the use of Northgate software after training and already have good IT skills. The post holder will be expected to develop a knowledge of the wider Local Taxation regulations after suitable training.
- An excellent knowledge of working within the principles of GDPR and handling FOIA requests.

Experience

- Previous experience of working with customer, handling challenging queries, s and providing first class customer service.
- Excellent IT skills and demonstrable experience of applying the skills, preferably in a workplace or educational setting.
- Experience of working with customers and handling challenging queries.

Personal qualities

- Experience of working with external customers and their representatives, and other key stakeholders.
- Strong written and verbal communication and the ability to work well as part of a team.

Desirable Criteria
n/a

Language and Communication Skills

Click on the link What level are you?

Welsh	**Spoken Level 2**	**Written level 2**
English	**Spoken Level 5**	**Written level 5**
Other (please State)		

DISCLOSURE AND BARRING SERVICES (DBS) CHECKS
DBS Checks may be required for certain posts which work with children and vulnerable adults. This post requires: **Section A – type of disclosure** **Basic check** **Section B – workforce type** **Other Workforce** **Section C – Does the post require 3 yearly DBS renewals or registration with the DBS online update service?** **No**

JUSTIFICATION
To access DWP and HMRC information

ANY OTHER INFORMATION
Every employee is expected to uphold the authority's core values reflected within our Behaviour and Values Framework and maintain the principles of the authority's Equality and Diversity Policy or, if employed within a school, the school's Equality and Diversity Policy, as appropriate to the accountabilities and seniority of the post within the organisation.