Proffil Swydd/Job Profile

Teitl y Swydd – Ariannwr
Post Title - Cashier

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	005191
Paratowyd gan/Prepared By	AnnThomas
Dyddiad Paratoi/Date Prepared	11 Chwefror / February 2026

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 ddiben deiliad y swydd yw darparu gwasanaeth derbyn arian parod i gwsmeriaid y Cyngor, (allanol a mewnol) ym mha un bynnag o swyddfeydd talu dynodedig y Cyngor fel sy'n ofynnol gan ofynion y gwasanaeth, ynghyd â darparu gwasanaeth ymholiadau cyffredinol os oes angen.

Y Prif Ddyletswyddau

- Derbyn taliadau a wneir i'r Cyngor yn bersonol, drwy'r post, dros y ffôn neu drwy drosglwyddiad credyd, a'u prosesu'n brydlon ac yn gywir, er mwyn sicrhau bod cyfrifon perthnasol yn cael eu credydu'n gywir ac yn brydlon â thaliadau a dderbynnir.

- Cydbwyso arian a gymerir bob dydd yn brydlon ac yn gywir i sicrhau bod yr incwm a dderbynnir yn gyson â thrafodion a brosesir, a bod dyddiadau cau yn cael eu bodloni ar gyfer casglu a throsglwyddo i fanc y Cyngor gan gludwyr diogelwch.

- Bod yn gyfrifol am ddiogeledd arian parod a'i gadw'n ddiogel, ynghyd â'r taliadau a dderbynnir a hynny er mwyn osgoi colled ariannol i'r Cyngor.

- Rheoli a bod yn gyfrifol am swyddfa dalu yr ardal yn ôl yr angen yn absenoldeb Ariannwr dynodedig yr ardal.

- Cynorthwyo staff goruchwylio o ran cynnal cofnodion taliadau a thrafodion, ac unrhyw ddyletswyddau eraill sy'n gysylltiedig â derbyn arian i sicrhau bod y swyddogaeth derbyn arian yn gweithredu'n effeithiol.

- Cynorthwyo gydag ymholiadau gan y cyhoedd mewn perthynas â swyddogaethau'r Gwasanaethau Refeniw a darparu cymorth cyffredinol i gwsmeriaid yn absenoldeb asiant gwasanaethau cwsmeriaid neu bresenoldeb Gwasanaethau Refeniw eraill ym mha bynnag leoliad.

Yn gyfrifol am staff/offer

Dim

Yn atebol i

Ariannwr yr Ardal

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 a Galluoedd sy'n ymwneud â'r Swydd

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

- Gwybodaeth ymarferol dda am system derbyn arian parod gyfrifiadurol arbenigol berthnasol a systemau meddalwedd cysylltiedig eraill e.e. y dreth gyngor (ar ôl hyfforddiant priodol)
- Gwybodaeth ardderchog am weithio o fewn egwyddorion Y Rheoliad Cyffredinol ar Ddiogelu Data ac ymdrin â cheisiadau Deddf Rhyddid Gwybodaeth.
- Gwybodaeth ymarferol dda am ofynion a gweithdrefnau derbyn arian a bancio perthnasol.

Profiad

- Profiad blaenorol o weithio gyda chwsmeriaid 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.

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.
- Ymrwymiad i ofal cwsmeriaid

Meini Prawf Dymunol
• Profiad o weithio mewn amgylchedd sy'n delio ag arian parod.

Sgiliau Iaith a Chyfathrebu

Cliciwch ar y ddolen Beth yw lefel eich gallu?

Cymraeg	**Sgiliau Siarad Lefel 3**	**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? Nac ydy**

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 post-holder's main purpose is to provide a cash receipting service to the Council's customers, (both external and internal) at whichever of the Council's designated cash offices as is required by the exigencies of the service, together with providing general enquiry service if and when required.

Key responsibilities

- To receive, and promptly and accurately process, payments tendered to the Council in person, by post, telephone or credit transfer, to ensure that relevant accounts are correctly and promptly credited with payments received.
- To promptly and accurately balance takings on a daily basis to ensure that income received reconciles to transactions processed, and that deadlines are met for the collection and onward transmission to the Council's bank by security carriers.
- To be responsible for the security and safe custody of cash and remittances received in order to avoid financial loss to the Council.
- To be responsible for, and in control of, the area cash office as and when required in the absence of the designated Area Cashier.
- To assist supervisory staff with the maintenance of payment and transaction records, and any other cashiering related duties to ensure the efficient operation of the cashiering function.
- To assist with enquiries from the public in relation to Revenue Services' functions and provide general assistance to customers in the absence of a customer services agent or other Revenue Services presence at whichever location.

Responsible for staff/equipment

None

Reporting to

Area Cashier

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

- A good working knowledge of relevant specialist cash receipting IT system and other associated software systems eg council tax (after appropriate training)
- An excellent knowledge of working within the principles of GDPR and handling FOIA requests.
- Good working knowledge or relevant cashiering and banking requirements and procedures.

Experience

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

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.
- Commitment to customer care

Desirable Criteria
• Experience of working in a cash handling environment.

Language and Communication Skills

Click on the link What level are you?

Welsh	**Spoken Level 3**	**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.