Proffil Swydd/Job Profile

Teitl y Swydd – Cynorthwyydd Materion Trethi Lleol

Post Title - Local Taxation Assistant

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	005190
Paratowyd Gan/Prepared by	Steff Thomas
Dyddiad Paratoi/Date prepared	03 Chwefror/February 2025

Prif Ddiben y Swydd
• Prosesu diwygiadau i gyfrifon talwyr y Dreth Gyngor o ganlyniad i newidiadau o ran perchnogaeth, dyfarnu neu dynnu'n ôl eithriadau, gostyngiadau, premiymau neu unrhyw newidiadau perthnasol mewn amgylchiadau. • Bydd deiliad y swydd hefyd yn ymdrin â'r ohebiaeth gysylltiedig ac yn cysylltu â chwsmeriaid ar gyfer y cyfrifon perthnasol.
Y Prif Ddyletswyddau
• Prosesu diwygiadau i gyfrifon y Dreth Gyngor ac ardrethi annomestig o ganlyniad i newidiadau o ran perchnogaeth/deiliadaeth, a newidiadau i hawl cwsmeriaid i ostyngiadau a rhyddhad a phremiymau drwy ddarpariaethau deddfwriaethol a gweithdrefnau mewnol er mwyn sicrhau atebolrwydd cywir. • Ymdrin â gohebiaeth neu ymholiadau personol gan dalwyr y Dreth Gyngor/ardrethi annomestig, eu cynrychiolwyr a phartïon perthnasol eraill, ac ymateb iddynt, er mwyn cynghori ynghylch materion sy'n ymwneud ag atebolrwydd i dalu'r Dreth Gyngor, ac ymweld ag eiddo perthnasol pan fydd angen. • Rhoi'r manylion perthnasol i'r Swyddfa Brisio mewn perthynas ag anheddau/hereditamentau newydd a'r rhai sydd wedi'u newid, a phrosesu newidiadau yn sgil hynny/cofnodion newydd yn y Rhestr Brisio er mwyn sicrhau bod y tâl cywir yn cael ei godi ar yr holl anheddau/hereditamentau perthnasol. • Cydlynu ag adeiniau eraill yn y Cyngor megis, y Tîm Adennill, y Tîm Budd-daliadau Tai, y Tîm Ymchwilio i Dwyll Budd-daliadau, y Gwasanaethau Tai a'r Adain Gofrestru yn ogystal ag asiantaethau allanol gan gynnwys y Swyddfa Brisio i sicrhau bod rhwymedigaethau'r Dreth Gyngor yn gywir, i adennill dyledion i'r graddau gorau posibl a sicrhau bod yr hawliau i fudd-daliadau yn gywir. • Helpu i hyfforddi staff newydd neu ddibrofiad, a rhoi cymorth ac arweiniad dilynol pan fydd hynny'n briodol er mwyn sicrhau y defnyddir adnoddau staffio yr adain yn y modd mwyaf effeithiol posibl.
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

- Dealltwriaeth sylfaenol o egwyddorion y Dreth Gyngor.
- 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 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.

Meini prawf dymunol

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 – y math o ddatgeliad** **Gwiriad Sylfaenol** **Adran B – y math o weithlu** **Gweithlu Arall** **Adran C – A oes angen adnewyddiad DBS bob 3 blynedd ar gyfer y swydd neu gofrestru gyda gwasanaeth diweddaru ar-lein y DBS?** **Nac oes**

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

UNRHYW WYBODAETH ARALL
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.

Main Purpose of Job
• To process amendments to Council Taxpayers accounts arising from changes in ownership, the awarding or withdrawing of exemptions, discounts, premiums and any other relevant changes in circumstances. • The post holder will also deal with the associated correspondence and customer contact for the relevant accounts.
Key responsibilities
• To process amendments to Council Tax and NDR accounts arising from changes in ownership/ occupancy and changes to customers entitlement to discounts and reliefs and premiums through the application of legislative provisions and internal procedures in order to ensure correct liability. • To deal with, and respond to, correspondence or personal enquiries from Council Tax/NDR payers, their representatives and other relevant parties in order to advise on issues relating to Council Tax liability and undertake related property visits when necessary. • To report relevant details to the Valuation Office in relation to new and altered dwellings/hereditaments, and process resultant changes / new entries in the Valuation List to ensure all relevant dwellings/hereditaments are correctly charged. • To liaise with other Council sections such as Recovery Team, Housing Benefits Team, Benefits Fraud Investigation Section, Housing Services and Registrar's department as well as external agencies including the Valuation Office in order to ensure accurate Council Tax liability, maximise recovery and correct benefit entitlement. • To train new or inexperienced staff and provide subsequent support and guidance where appropriate to maximise the section's staffing resources.
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

- A basic understanding of the principles of Council Tax.
- An excellent knowledge of working within the principles of GDPR and handling FOIA requests.

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.

Desirable Criteria

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
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.