



Proffil Swydd/Job Profile

Teitl y Swydd – Ymgynghorydd Hwb

Post Title – Hwb Adviser

Adran	Y Prif Weithredwr
Department	Chief Executives

Is-adran/Adain	Marchnata a'r Cyfryngau
Division/Section	Marketing and Media

Gradd/Grade	F
-------------	---

Rhif y Swydd/Post Number	033320
--------------------------	--------

Paratowyd Gan/Prepared By	Deina Hockenhull
---------------------------	------------------

Dyddiad/Date	Ionawr/January 2023
--------------	---------------------

Prif Ddiben y Swydd

Mynd ati i gefnogi, hyrwyddo a helpu cwsmeriaid fel aelod allweddol o Dîm Gwasanaeth Cwsmeriaid Hwb.

Darparu cyngor, cefnogaeth a mentora drwy weld beth yw anghenion y cwsmeriaid ac a ydynt yn gymwys i gael budd-daliadau a gwasanaethau, er mwyn sicrhau bod aelwydydd sy'n wynebu anhawster ariannol neu amddifadedd llesiant arall yn cael cymaint o incwm â phosibl, a thrwy hynny wella ansawdd bywyd teuluoedd neu unigolion.

Gweithio o Hwb Caerfyrddin, Llanelli neu Rydaman, gan gynorthwyo'r Goruchwyliwr Hwb i gynnal y gwasanaeth yn gyffredinol.

Y Prif Ddyletswyddau

Darparu cyngor, cymorth a mentora drwy weld beth yw anghenion y cwsmeriaid ac a ydynt yn gymwys i gael budd-daliadau a gwasanaethau, er mwyn sicrhau bod aelwydydd sy'n wynebu anhawster ariannol neu amddifadedd llesiant arall yn cael cymaint o incwm â phosibl, a thrwy hynny wella ansawdd bywyd teuluoedd neu unigolion.

Darparu cymorth, cefnogaeth, a chyngor i gwsmeriaid mewn perthynas ag ystod eang o ymholiadau, gan gynnwys yn bennaf Fudd-dal Tai, y Dreth Gyngor, ac Adennill Dyledion yn dilyn achosion cyfreithiol a chychwyn cynlluniau talu. Bod yn effro bob amser i ddogfennau a/neu hawliadau twyllodrus posibl. (Dylai hefyd allu gwneud y canlynol:- Atgyweiriadau Tai, Materion Amgylcheddol, Bathodynau Glas, Taliadau).

Bod yn ymwybodol o wasanaethau eraill y Cyngor a phartneriaid drwy gydweithio er mwyn darparu gwasanaeth di-dor cydgysylltiedig i drigolion Sir Gaerfyrddin a darparu profiad gwell i bob cwsmer.

Cysylltu â gwasanaethau allweddol, partneriaid eraill, a gweithwyr proffesiynol i feithrin perthynas waith agos i sicrhau bod pob cwsmer yn cael ei gefnogi a'i fod yn cael y cyngor gorau a'r gwasanaeth mwyaf priodol i ddiwallu ei anghenion.

Nodi cwsmeriaid sydd angen cymorth i ddychwelyd i'r gwaith gan gyfeirio at bartneriaid cyflogadwyedd fel Gyrfa Cymru a'r Adran Gwaith a Phensiynau.

Bod yn gyfrifol am lwyth gwaith drwy roi cefnogaeth un-i-un i anghenion penodol unigolyn, gan ddarparu dilyniant tuag at sicrhau canlyniad cadarnhaol i'r cwsmer a dilyn trywydd yr ymholiad bob cam o'r ffordd.

Cynnal gwybodaeth a dealltwriaeth o heriau economaidd-gymdeithasol ac amgylcheddol yn ogystal ag ymchwilio'n barhaus i gymorth a chyfleoedd ychwanegol sydd ar gael a cheisio'r cymorth a'r cyfleoedd hyn.

Helpu pobl drwy atal tlodi a nodi pobl y mae angen cymorth arnynt i chwilio am waith a llesiant.

Cyfeirio at gyngor am les, arian, budd-daliadau, a dyledion drwy wneud atgyfeiriadau at asiantaethau perthnasol.

Helpu i fentora a hyfforddi staff newydd.

Rhoi cymorth a chefnogaeth i'r goruchwyliwr wrth gynnal y gwasanaeth o ddydd i ddydd gan gysylltu ag adrannau, rheoli lefelau staffio, adrodd am offer diffygiol, meddu ar wybodaeth am systemau larwm/teledu cylch cyfyng, archebu stoc a sicrhau bod yr Hwb yn cadw gwedd broffesiynol. Rheoli archebu ystafelloedd a chalendrau HWB.

Cefnogi'n llawn yr egwyddorion gofal cwsmer da o ran ymgymryd â phob dyletswydd.

Yn gyfrifol am staff/offer

Gliniadur/Ffôn symudol

Yn atebol i

Goruchwyliwr Hwb

Meini Prawf Hanfodol

Cymwysterau, Hyfforddiant Galwedigaethol ac Aelodaethau Proffesiynol

Cymhwyster mewn gweinyddu neu brofiad perthnasol mewn maes cysylltiedig.

Addysg gyffredinol o safon dda.

Sgiliau a Galluoedd sy'n ymwneud â'r Swydd

Sgiliau trefnu da a'r gallu i flaenoriaethu gwaith a rheoli gofynion sy'n tynnu'n groes i'w gilydd.

Y gallu i gofnodi gwybodaeth yn gywir ac yn gryno.

Yn gyfarwydd â defnyddio Technoleg Gwybodaeth.

Deall a pharchu cyfrinachedd bob amser.

Ymrwymiad i ofal cwsmeriaid da.

Gwybodaeth

Gwybodaeth a dealltwriaeth o weithio mewn partneriaeth mewn Awdurdod Lleol.

Gwybodaeth fanwl am ddarparu unrhyw fath o gyngor a chymorth mewn perthynas ag unrhyw un o wasanaethau'r cyngor neu unrhyw gymorth trydydd parti.

Dealltwriaeth o gydymffurfiaeth â'r Ddeddf Gwahaniaethu ar sail Anabledd a'r Rheoliad Cyffredinol ar Ddiogelu Data.

Profiad

Profiad o ddelio ag ystod eang o bobl, gan gynnwys pobl sy'n agored i niwed a allai ddangos ymddygiad cymhleth a heriol.

Profiad o weithio mewn amgylchedd amlddisgyblaethol.

Y gallu i weithio heb oruchwyliaeth a heb gyfarwyddyd.

Rhinweddau Personol

Cymhelliad cryf.

Y gallu i weithio'n dda fel tîm.

Hyblygrwydd i gefnogi'r agweddau ehangach ar waith yn y tîm a'r sefydliad.

Y gallu i ddangos menter ac egni.

Meini prawf dymunol

Gwaith mewn amgylchedd gwleidyddol.

Gwybodaeth am fudd-daliadau lles, hawliau tai a/neu reoli arian.

Sgiliau Iaith a Chyfathrebu

Cliciwch ar y ddolen [Beth yw lefel eich gallu?](#)

Cymraeg	Sgiliau Siarad Lefel 4	Sgiliau Ysgrifennu Lefel 3
Saesneg	Sgiliau Siarad Lefel 5	Sgiliau Ysgrifennu Lefel 5
Arall (nodwch)		

GWIRIADAU'R GWASANAETH DATGELU A GWAHARDD (DBS)

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

Datgeliad safonol

Adran B – y math o weithlu

Nodwch

Y RHESWM

Bydd y swydd yn gyfle i weithio gydag unigolion a meithrin perthynas â chwsmeriaid.

UNRHYW WYBODAETH ARALL

Bydd gallu teithio yn hanfodol.

Bydd disgwyl i'r gweithiwr hwn weithio mewn unrhyw leoliad Hwb a theithio i'r canolfannau Hwb gwledig fel rhan o'i ddiwrnod gwaith a allai olygu gweithio y tu allan i oriau craidd arferol ar adegau.

Main Purpose of Job

To actively support, promote and help customers as a key member Hwb Customer Service Team.

To provide advice, support and mentoring by identifying customer needs and eligibility to benefits and services, in order to maximise household income for those experiencing financial difficulty or other well-being deprivation, therefore improving the quality of life of families or individuals.

To work from Carmarthen, Llanelli or Ammanford Hwb, supporting the Hwb Supervisor with the general running of the service.

Key Responsibilities

To provide advice, support and mentoring by identifying customer needs and eligibility to benefits and services, in order to maximise household income for those experiencing financial difficulty or other well-being deprivation, therefore improving the quality of life of families or individuals.

To provide help, support, advice, and assistance to customers in respect of an extensive range of enquiries, mainly including Housing Benefit, Council Tax, Debt Recovery following legal proceedings and instigating payment plans. To remain constantly alert to possible fraudulent claims and/or documentation. (Should also be able to carry out the following: - Housing Repairs, Environmental Issues, Blue Badges, Payments.

To have an awareness of other council and partner services by working collaboratively in order to provide Carmarthenshire residents with a coordinated seamless service and provide an enhanced experience for all customers.

To liaise with key services, other partners, and professionals to develop close working relationships to ensure each customer is supported and provided with the best advice and given access to the most appropriate service to meet their needs.

Identifying customers who need help to get back into work referring to employability partners such as Careers Wales and the Department for Works and Pensions.

To have responsibility for a caseload by giving 1-2-1 support around a person's individual needs, providing continuity towards achieving a positive outcome for the customer and following the enquiry through to its conclusion.

Maintain knowledge and understanding of socio-economic and environmental challenges as well as continually researching and seeking additional support and opportunities that arise.

Supporting people in preventing poverty and identifying people who need assistance to seek employment and wellbeing.

Signposting to welfare, money, benefit, and debt advice by making referrals to relevant agencies.

Assist in mentoring and training new staff.

To provide assistance and support the supervisor in the day to day running of the service by liaising with departments, managing staffing levels, reporting defective equipment, having knowledge of alarm/cctv systems, ordering stock and ensuring the Hwb keeps its professional appearance. Managing rooms bookings and Hwb calendars.

To fully support the principles of good customer care in undertaking all duties.

Responsible for Staff/Equipment
Laptop/Mobile
Reporting To
Hwb Supervisor

Essential Criteria

Qualifications, Vocational Training and Professional Memberships

Qualification in administration or relevant experience in a related discipline.

Good standard of general education.

Job Related Skills and Competencies

Good organisational skills and ability to prioritise work and managing conflicting demands.

Ability to record information accurately and concisely.

IT literate.

Understanding and respect of confidentiality at all times.

Commitment to good customer care.

Knowledge

Knowledge and understanding of partnership working in a Local Authority environment.

Detailed knowledge on providing any type of advice and assistance in respect to any council services or any third-party support.

Understanding of DDA & GDPR compliances.

Experience

Experience in dealing with a wide range of people, including vulnerable persons who may present complex and challenging behaviour.

Experience of working in a multi-disciplinary environment.

Ability to work unsupervised and on own initiative.

Personal Qualities

Self-motivated.

Ability to work well as a team.

Flexibility to support the wider aspects of work within the team and organisation.

Ability to show initiative and drive.

Desirable Criteria

Work within a political environment.

Knowledge of welfare benefit, housing rights and/or money management.

Language and Communication Skills

Click on the link [What level are you?](#)

Welsh	Spoken Level 4	Written level 3
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 **Standard Disclosure**

Section B – workforce type **Please select**

JUSTIFICATION

The position will involve one to one contact with the opportunity to build up relationships with customers.

ANY OTHER INFORMATION

The ability to travel is essential.

This employee will be expected to work at any Hwb location and travel to the rural Hwbs as part of their working day which might mean at times working outside of normal core hours.