

Human Resources

Pensions Officer

Job Description

Job Details & Role Purpose

Role Title:	Pensions Officer
Role purpose:	<p>To provide a complete pensions administration service for Members, employees, pensioners and external employers in line with the regulations for the Local Government Pensions Scheme.</p> <p>To support the quality assurance processes for the Pensions service, ensuring processes are undertaken and audit requirements are fully met.</p> <p>To actively engage in embedding new ways of working to increase productivity and the quality of monitoring systems and procedures for the Pensions.</p> <p>To provide advice and guidance on pension matters including the change in Regulations affecting members pensions.</p>
Service Area:	
Function:	HR Operations
Team:	Pension's Administration Team
Reports to:	Pensions Manager
Responsible for:	-
Key internal contacts:	<p>Members, Heads of Services, Senior Managers</p> <p>Functional Unit Managers</p> <p>HR Employee Experience Team</p> <p>Service Areas</p> <p>Finance and Exchequer Function</p> <p>IT</p>
Key external contacts:	<p>Local Government Authorities,</p> <p>Benchmarking, Networking and User Groups</p> <p>External HR System Suppliers</p> <p>The Pension's Regulator</p>
Grade:	LBR7
Contract hours/weeks:	36 hours; 52.14 weeks
Principle work location:	Lynton House, Ilford.
Financial dimensions:	None
Post number:	

Key Accountability & Result Areas

Heading	Accountability Statement
Advice, Guidance and Research	<ul style="list-style-type: none"> • To maintain an up to date knowledge of pensions regulations affecting the LGPS Scheme and provide advice and guidance interpreting appropriate rules and regulations as and when required. • To support the Pension Manager and Senior Pension Officer with implementing any changes required for the service. • To be responsible for self- learning and continuous professional development in the role. • To be aware of the requirements of the Pensions Regulator
Operational Delivery	<ul style="list-style-type: none"> • To be the first point of contact for customer queries • To support the pension administration function as and when required often working to tight deadlines by maintaining monitoring systems and the provision of management information. • To calculate and process payments in line with Statutory and Internal Audit recommendations ensuring clear audit trails exist for any payments made and reconciliation processes are clear to follow • To calculate and maintain the information on the recovery of overpayments in line with LBR policy and support the annual review of the Overpayments Guidance Document • To assist actively with year -end processes and annual pension tasks e.g. the issuing of Annual Benefit Statements • To actively support the preparation for the triennial valuation via complex data cleansing exercises. • To assist actively with the reconciliation of data between iTrent and Altair • To carry out tasks in a timely manner ensuring attention to detail and accuracy of input ensuring the integrity of the data held on monitoring systems are maintained. • To contribute to various duties required to ensure a full pension service delivery including the reconciling of pension reports as and when required. • To undertake the filing of pension related documents and other office management tasks to ensure the effective confidential storage and retrieval of information as and when required. • To take part in cross-service project teams to progress service improvements for the pension service as and when required • To identify changes needed to business processes to increase the effectiveness of service delivery and support change implementation • To ensure that appropriate system audit, housekeeping and data cleansing routines are maintained. • To work collaboratively with other functions and organisations to enhance the quality of the pension service through networking, project groups and sharing best practice.

Performance & Planning	<ul style="list-style-type: none"> • To attend meetings on behalf of the Pensions Administration Service as and when required • To develop effective working relationships with key customers and external employers • To contribute to the quality and effectiveness of the Pensions Admin Function by working to agreed deadlines and key performance indicators. • To actively maintain monitoring systems for the production of management information to review the performance and productivity of the Pension Function and staff. • To contribute to the development & implementation of the Functional Unit Plan and HR Departmental Plan.

General accountabilities and responsibilities

Green Statement	Contributing to the achievement of sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction).
Data Protection/ Confidentiality	<p>Undertaking all work in line with Council policy and standards to ensure that services meet legislative requirements and the expectations of the public and maintain a good reputation. Specifically including:</p> <ul style="list-style-type: none"> • Ensuring all information acquired through your employment, both formally and informally, is treated in accordance with Data Protection requirements and Caldicott principles. • Ensuring client records and archive systems are maintained in accordance with departmental procedure, policy and statutory requirements. • Ensuring compliance with the Code of Conduct and practice guidelines, rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.
Conduct and Whistleblowing	<p>Assist in the maintenance of high standards of personal conduct, honesty and integrity in line with the requirements of the Code of Conduct and Whistleblowing policies.</p> <ul style="list-style-type: none"> • Employees have a duty to raise any impropriety or breach of procedure to the appropriate level of management. • Employees making disclosures are protected and may make them without recrimination.
Equalities	Comply with the Council's strong commitment to diversity and achieving equality of opportunity through outcomes in its service delivery. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any behaviour that does not meet these standards.
Customer Care	<p>Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</p> <p>To support a range of communication tailored for Pension Members and external Employers through maintaining the intranet, management reports, newsletters, guidance notes and information sessions as and when required.</p>
Health and Safety	Being responsible for your own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.

Team Working	To contribute as an effective and collaborative member of the team, to: <ul style="list-style-type: none"> • Take responsibility for self-development and participating in development activities. • Participate in the on-going development and monitoring of the service plans. • Support and contribute to value for money, service efficiencies and improvements.
Flexibility	The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Role Description as required by the line manager or Head of Service, and which are broadly within your grading level and competence.

Person Specification

Role Title:	Pensions Officer
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Knowledge & Experience		Method of candidate assessment: Application Form (AF), Test (T), Interview (I) Weighting: 3 = most important, 1 = least important	
		Method	Weight
Educational Ability	IPPM Foundation in Pension Administration Working experience and knowledge of the Local Government Pension Scheme and how to interpret the Regulations Ability to have a working knowledge of Local Government Terms and Conditions of Service. Technical expertise of different types of pension casework and ability to undertake the reconciliation of pension data. Strong communication skills including the ability to provide advice and guidance at a good level both orally and in writing. Experience and working knowledge of pension systems and databases Good level of general IT skills in particular using excel. Knowledge and experience of data management issues in relation to GDPR, DPA and data maintenance Must demonstrate evidence of continuous professional development	AIT	3
Key subject or content areas	High level in customer care Must be able to demonstrate good organisational skills managing a busy workload. Must be able to manage time and prioritise work effectively to deliver against deadlines and key performance indicators Must demonstrate an understanding of the importance of maintaining monitoring information. Must demonstrate good problem solving skills To demonstrate credibility with colleagues and stakeholders at all levels within an organisation Ability to work well in a team environment and supporting colleagues	AI	3

Business Understanding	To show awareness of commercial acumen and how this impacts on service delivery	AI	2
Political Understanding	Good understanding of the role of the Pension Regulator and Local Authorities	AI	2
Analysis and Judgement	Ability to undertake assessments on cases involving others as and when required and gathering information from a wide range of sources to minimize risk or respond to a request for information as quickly as possible.	AI	2
Planning and Project Management	Ability to take part in cross-functional project teams to successfully deliver objectives to timescale through a project management approach Actively support project work to modernise and improve service provision	AI	2
Team Working and Management	To actively work within a team to support the team and its objectives. Acts as a positive role model, promoting the Pension Service and being flexible as a member of the Pension Team.	AI	3
Technology, Systems & Data/Information Legislation.	To demonstrate understanding of the role of information within a pension and payroll environment. To have a working knowledge of the Data Protection Act and LBR Information Governance requirements in relation to this role and as an employee of the Council	AIT	3

Method of candidate assessment:
Application Form (AF), Test (T), Interview (I)
Weighting: 3 = most important, 1 = least important

Skills and Ability

		Method	Weight
Research Skills			
Partnerships and Relationship Building Skills	Ability to build strong working relationships through formal and informal networks	AI	2
Communication Skills	Good interpersonal and effective communication skills	AI	3
Customer Focus	Ability to understand the needs of customers and to update and adapt products, processes and plans to meet customer requirements	AI	3

Role Circumstances & Special Conditions

	<ul style="list-style-type: none"> Ability to travel to attend HR and user group meetings/forums at various locations. 		