

.Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Team Leader (Benefits)	Grade: PO3
Section: Pensions Shared Service	Directorate: Finance
Responsible to following manager: Senior Team Leader (Benefits)	Responsible for following staff: Pensions Officers, Pensions Assistants and Trainees
Post Number/s: Various	Last review date: Feb 2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

- To be responsible to the Senior Team Leader (Benefits) assisting with the effective and efficient management of the Benefits Team.
- For all participating authorities, to undertake the administration of pension related policies, practices and procedures for the Local Government Pension Scheme (LGPS) including overseeing the management of a team of Pensions Officers undertaking all benefit calculations.
- To have an in-depth knowledge of the LGPS and (where necessary) compensation regulations and HMRC rules and assist with pensioner payroll.

Job Dimensions

1. Responsible for the accurate calculations of payments in to and out of the participating authorities' pension funds and revenue accounts.
2. This post has day to day management of the work of the Pensions Officers and Pensions Assistants of the Benefits Team within the Pensions Shared Service.
3. Deputises for the Senior Team Leader and provides cover for other Team Leaders in their absence.

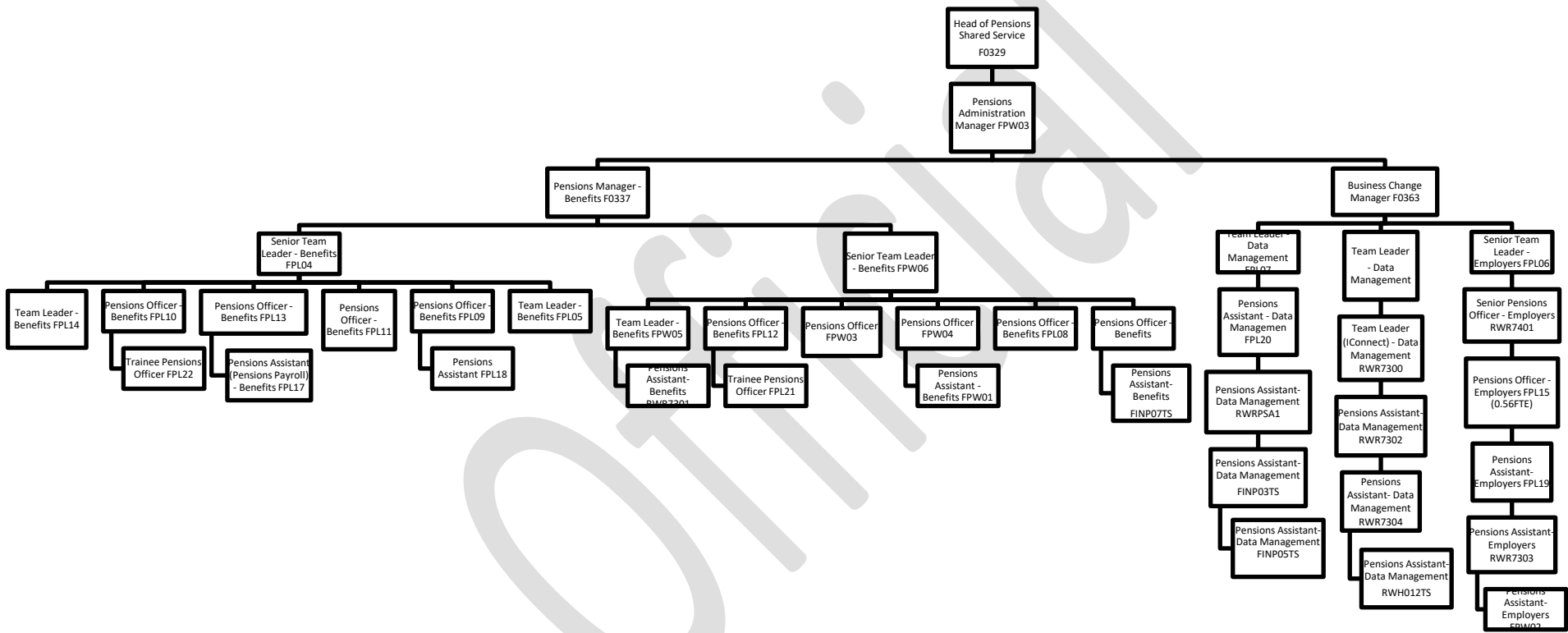
Specific Duties and Responsibilities

1. In accordance with the provisions of the Local Government Pensions Scheme regulations, compensation regulations and overriding HMRC, social security and pensions legislation: assists with the planning and co-ordination of work in the Benefits team including; implementing changes as a result of new legislation, amending procedures and working practices to lead to improvements in service delivery and best value principles; implementing Councils' and employers' compensation and discretionary payments policies in accordance with those policies, ensuring the correct application of policies, providing information to the scheme members and officers of the Councils and employers as necessary.
2. Prepares reports in relation to the payments of death grants, interviewing relevant beneficiaries and liaising with solicitors and personal representatives as necessary. Drafts responses to complaints, Internal Dispute Resolution Procedure applications; deals with non-routine enquiries.
3. Supervises and checks the work undertaken by Pensions Officers; checks Pensioner Payroll input for new entrants and changes for existing Pensioners ensuring the input is accurate and meets the payroll deadlines each month; assists with developing the content and delivery of in-house training to the staff of the Pensions Shared Service as directed by the Head of Pensions Shared Service.
4. Ensures that payments made to and from the respective pension funds and revenue accounts are correctly allocated and recorded on relevant systems to enable accurate data to be extracted for monitoring and reconciling payments.
5. Provides assistance and guidance on pensions generally in writing, on the telephone and in person to all employees with specific reference to: additional voluntary contributions, transfers of pension rights, retirement and death benefits, refunds of contributions and permitted maximum benefit accrual. Responds to enquiries from solicitors and courts on Pension Sharing on Divorce for all members. Deals with and calculates more complex cases as they arise.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Additional Information - Team structure



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Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across the SSA and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
A good understanding of LGPS regulations and pension administration in general.	✓		A,I
Experience	Essential	Desirable	Assessed
Experience of working in an occupational pension scheme environment, preferably LGPS.	✓		A,I,
Experience of various IT systems including pensions administration systems.	✓		A,I,

Skills	Essential	Desirable	Assessed
Ability to communicate complex technical topics with service users at all levels of expertise.	✓		A,I
Ability to deal with customers calmly and effectively.	✓		A,I
Ability to work flexibly and in response to user demands and service needs.	✓		A,I
Ability to develop the service through innovation and creativity.	✓		A,I
Ability to lead, coach, mentor and develop staff.	✓		A,I
Qualifications	Essential	Desirable	Assessed
Willingness to work towards a professional pensions qualification		✓	A,C

A – Application form / CV

I – Interview

T – Test

C - Certificate