

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Pensions Administration Manager	Grade: MG2
Section: Pensions Shared Service	Directorate: Resources
Responsible to following manager: Martin Doyle	Responsible for following staff: Pensions Manager – Benefits and Business Change Manager
Post Number/s: FPL03	Last review date: March 2020

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 Head of Pensions Shared Service for the day to day administration of the Pensions Shared Service. Deputises on all aspects of his post in his absence.
- To be responsible for the Pensions Manager – Benefits and Business Change Manager.
- To have knowledge of all aspects of the LGPS, TPS, NHS, relevant compensation schemes, HMRC (maximum benefits and social security entitlements) and pensioner payroll.

- To have knowledge of our partner Councils' governance structures and schemes of delegation, as well as, an understanding of our partner Councils' systems and controls.

Specific Duties and Responsibilities

- To supervise the day to day operation of the Pensions Shared Service and directly manage the Pensions Manager – Benefits and Business Change Manager.
- To supervise the recruitment, induction and probationary reviews of new employees.
- To organise and collate the results of staff appraisals across the Pensions Shared Service as part of the Councils' appraisal scheme to uphold the Councils' "values and behaviours". To liaise with the Head of Pensions Shared Service to assess targets for individual staff and monitors progress to ensure these targets are met.
- To manage staff development including enrolment for professional qualifications across the Pensions Shared Service, offering confidential advice and encouragement to staff with regards to personal development and training needs.
- To manage absences within the Pensions Shared Service.
- Responsible for maintaining the service level standards and procedures necessary to ensure high standards of service, including, as directed by the Head of Pensions Shared Service, developing new systems/processes, making full use of IT, managing key projects leading to improvements.
 - Using monthly performance reports and team meeting minutes to identify trends and then driving necessary improvement actions with Pensions Managers including developing the cadre of Trainees to respond to the needs of the Service
 - In accordance with the SSA's suggestions and complaints procedures, help managers respond to complaints received about the service. Ensure every attempt is made to resolve complaints locally to reduce the number of cases using the IDRPs.
 - As directed by the Head of Pensions Shared Service, liaising with other organisations/attending seminars identifying and driving best practice including but not limited to the implementation of new technology
- To maintain an up to date knowledge of Local Government and Teachers' pensions and compensation legislation and ensures that all staff are consistently applying the agreed correct interpretation. Ensure that the Council's policy statements, as required by the Local Government Pension Scheme Regulations 1997, 2008 and 2013, are being consistently applied by staff.

- To assist the Head of Pensions Shared Service in managing the Shared Service day-to-day administration and ensuring that compliance is maintained with HMRC requirements, the Pensions Act 1993, 1995, 2000, 2008 and 2014 and contracting-out legislation. Ensures that by achieving compliance the Council is not reported to one of the regulatory bodies and fined accordingly.
- As directed by the Head of Pensions Shared Service: to undertake and/or contribute to the preparation and drafting of reports with regard to the schemes' administration when appropriate and present these to relevant management teams and/or Committees/Local Pension Boards.
- As directed by the Head of Pensions Shared Service: to attend both internal and external meetings regarding all aspects of the Shared Service; prepares and present seminars on new developments in pensions to members, officers, trades unions, external employers and schools as appropriate.
- To be responsible for the proper reconciliation of Pension Fund end of year control totals including I-Connect data (ensuring robust conciliation procedures are adhered to).
- As directed by the Head of Pensions Shared Service: co-ordinate and draft replies to appeals under the Internal Dispute Resolution Procedure, responding to the relevant authority Stage 1 officer. Similarly, co-ordinate and reply to appeals made to;
 - The relevant Officer at stage-two of the procedure, and
 - The Pensions Ombudsman.
- Certify payments up to partner authority limits.
- To be responsible for overseeing the admissions body process: providing guidance to external organisations, contractors and officers letting contracts; commissions actuarial calculations; prepares reports recommending or rejecting admission application (when necessary) and instructs Legal Services as necessary. Deal with fund apportionment or bulk transfers between bodies, liaising with the respective actuaries and the new/former employer and their actuaries.
- To be responsible for ensuring that: payments to and from other relevant bodies, (such as Teachers' Pensions, NHS Pensions, LPFA, admitted bodies, contractors, schools or academies etc) are made in a timely manner meeting the relevant statutory duties without incurring interest charges; payments are correctly allocated to the respective pension funds and revenue accounts; payments made are recorded on relevant systems.
- To devise data models to enable accurate data to be extracted for monitoring and reconciling payments, balancing member and employer contributions; and prepares

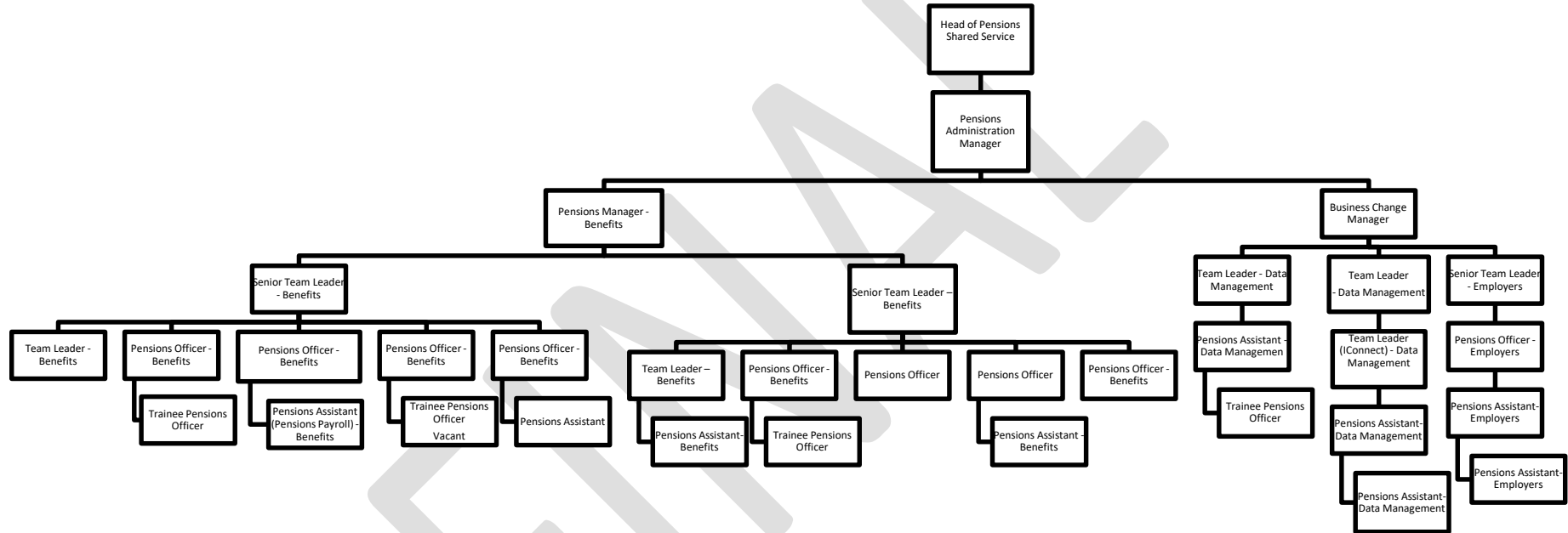
statements for the funds accountants and external auditors illustrating the methods of testing and reconciling employee and employer liabilities.

- To be responsible for ensuring that work is completed to enable the provision of data to the Councils' actuaries to meet the requirements of FRS17/IAS19 accounting standards for each Council, admitted bodies and academies as requested during the year. Liaises with schools converting to academies in relation to their responsibilities, including the commissioning of actuarial reports as required.
- As directed by the Head of Pensions Shared Service: to liaise with partners on monthly (or other period) catch up calls.
- To attend meetings to advise new and prospective partner Councils joining the Pensions Shared Service to ensure the successful transition to the Shared Service.
- Undertakes other duties commensurate with the grade, as directed by the Head of Pensions Shared Service.

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.

Team structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

Person Specification Requirements	Assessed by A & I/ T/ C (see below for explanation)
Knowledge	
A detailed knowledge of the LGPS, relevant compensation schemes, HMRC (maximum benefits and GMP entitlements) and pensioner payroll.	A,I
Knowledge of relevant ICT packages and the ability to use them effectively.	A,I

Experience	
Experience of successfully leading, coaching, mentoring and developing staff.	A,I
Experience of improving business systems and processes.	A,I
Skills	
Ability to communicate complex topics with service users at all levels of pensions knowledge – this includes presentational skills.	A,I
Excellent interpersonal and influencing skills, in order to engage with senior officers and stakeholders, senior management teams and the service users.	A,I
Strong planning skills and an ability to deliver quickly and effectively to tight deadlines.	A,I
Strong understanding of customer care concepts and a commitment to the provision of high quality customer focused service	A,I
Relevant professional qualification such as Associate or Fellow of the Pensions Management Institute or substantial relevant experience with a commitment to undertaking a relevant professional qualification	A,I

A – Application form / CV

I – Interview

T – Test

C - Certificate