

## Job Profile comprising Job Description and Person Specification

### Job Description

<b>Job Title:</b> Pensions Manager – Payroll, Payments and Projects	<b>Grade:</b> MG1
<b>Section:</b> Pensions Shared Service	<b>Directorate:</b> Finance
<b>Responsible to following manager:</b> Pensions Administration Manager	<b>Responsible for following staff:</b> Team Leader - Payroll, Payments and Projects; Pensions Officer (Reconciliation) and Pensions Assistant (Pensions Payroll)
<b>Post Number/s:</b> TBC	<b>Last review date:</b> August 2025

#### Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

## **Job Purpose**

1. To be responsible to the Pensions Administration Manager for the management and administration and payment service to approximately 30,000 pensioner members of the Local Government Pension Scheme (LGPS).
2. The role holder has direct responsibility for the day to day management of the work of the Pensions Payroll Team to ensure the implementation and smooth operation of monthly and annual pensioner payroll cycles and retirement payments.
3. As a member of the PSS's Senior Management Team, the role holder will collaborate with the Pension Services teams – Benefits and Data Management/Communications to lead on projects across the whole service including embedding the payroll function, data improvement and greater use of digital technology.

## **Specific Duties and Responsibilities**

### **Payroll and Payments**

1. Oversee and run monthly payrolls and regular interim and immediate payments accurately and on time, to meet the requirements of the LGPS and in accordance with HMRC rules. Ensure third party payments to external organisations are made accurately and within approved timescales.
2. Provide a comprehensive pensions payroll and administration service to pensioner members in terms of taxation queries, deaths, evidence of benefits received and member amendments of bank details and addresses.
3. Understanding of complex calculations, which require detailed knowledge of procedures and regulations including Commutation, death of a pensioner and modification. Give advice to team members, employees, employers and deal sensitively with the bereaved.
4. To manage monthly payslip and annual P60 distribution using digital means, taking advantage of self-service functionality.
5. To ensure appropriate levels of security are maintained by determining access required for various roles, configuring the payroll system to reflect these requirements and ensuring other departments comply with agreed guidelines.
6. Manage a team of staff to ensure that they are supported, enabled and equipped to deliver effective and responsive services. This involves leading on recruitment, supervision and performance management for the team, as well as motivating and coaching staff through the identification of training and development needs.

7. To undertake regular audits of the pensioner payroll system to ensure the integrity of the data developing solutions as appropriate.
8. Oversee that all returns and reports are accurately completed in accordance with the relevant legislation, statutory obligations, or requirements (such as reconciliation with other relevant accounting or financial systems) and that they are produced on a timely basis
9. To develop and provide a suite of IT housekeeping reports enabling managers to have easy access to management information for both short and long term planning.
10. Manage and monitor the periodic account closures and year-end reconciliation process to ensure that only accurate information and payments are submitted to respective Government, HMRC (RTI) and employing bodies on a timely basis.
11. Establish and maintain systems of control to ensure that over and under payments, credits, cancellations, refunds, re-charges and transaction corrections are accurately undertaken and periodically reconciled.
12. Lead on mortality checking and National Fraud Initiative investigations and actively monitor potential fraud, taking necessary steps to check on the validity of pensioners, to investigate irregularities and take action to stop payments if necessary.

### **Projects**

13. To take a lead role in our payroll implementation project, including process mapping to enable pensioner payroll to be brought under Pension Shared Service control, and separated from the employers' (our partner councils') payroll systems.
14. To be a key contributor in the development of the PSS's Business Plan and to be responsible for the achievement of its projects within required timescales across the service including data improvement, data reconciliation and building greater use of digital technology.

### **Generic Duties and Responsibilities**

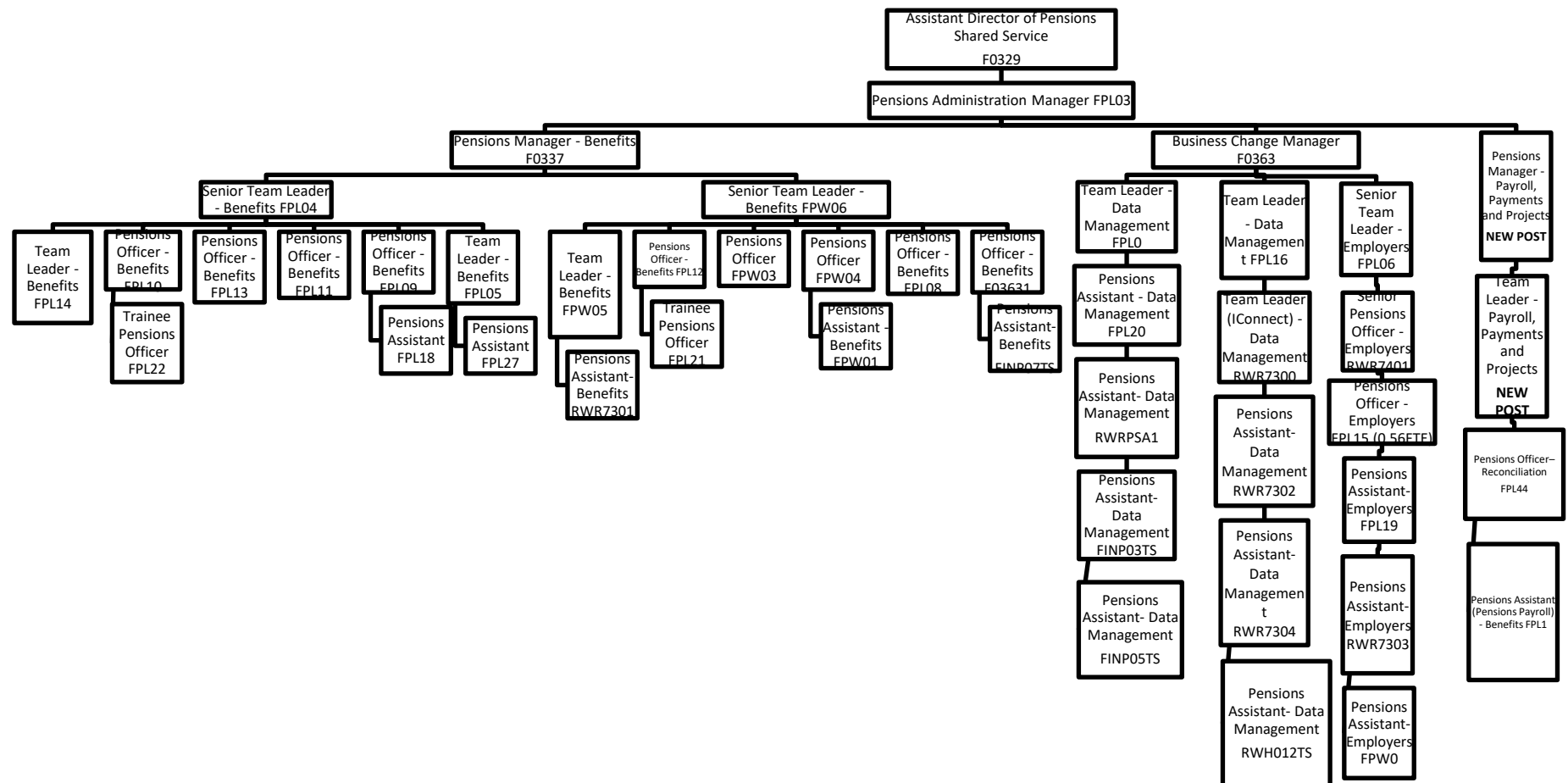
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety.
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth 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 roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.





## Person Specification

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### Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership 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
Knowledge of best practice IT standards and methods including project management and ICT implementation.	✓		A, T, I
Understanding & working experience of payroll procedures and defined benefit schemes and a working knowledge of relevant legislation including HMRC	✓		A, I

Taxation Rules and the Pension Regulator's requirements.			
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Payroll implementation/testing experience.	✓		A, I
Experience of the Heywood Altair system or equivalent	✓		A, I
Change and/or transformation experience in a large or complex organisation, including improving business systems and processes.	✓		A, I
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
Ability to research and interpret finance and HMRC legislation and best practice.	✓		A, I
Ability to undertake training sessions including provision of training materials.	✓		A, I,
Ability to communicate complex technical/functional topics with service users at all levels of technical expertise.	✓		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
Use of leading business analysis and change tools such as: - <ul style="list-style-type: none"> <li>• Microsoft Office (specifically Excel and Access)</li> <li>• Data interrogation software e.g. Business Objects, Power BI, etc</li> <li>• SharePoint/O365</li> </ul>	✓		A/I/C/T
Able to demonstrate excellent customer care skills	✓		A, I
Able to suggest quality improvements	✓		A, I
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
A relevant professional qualification		✓	A, C

**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**