

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Senior Team Leader (Benefits)	Grade: PO4
Section: Pensions Shared Service	Directorate: Resources
Responsible to following manager: Pensions Manager (Benefits)	Responsible for following staff: 1x Team Leader; 6x Pensions Officers and 3x Pensions Assistants
Post Number/s: FPW06	Last review date: July 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:

1. To be responsible to the Pensions Manager to assist with the effective and efficient management of the Pensions Shared Service covering all its participating authorities.
2. 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.

3. Be the expert in all matters relating to the calculation and payment of entitlements in accordance with the legislation relating to the LGPS, HMRC maximum benefit limits & Social Security/Contracting-Out entitlements.
4. To have knowledge of and assist with the employer functions relating to the Teachers' Pension Scheme (TPS), NHS Pension Scheme (NHSPS) (where necessary), compensation regulations, HMRC and 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. Deputises for the Pensions Manager in the postholders absence.

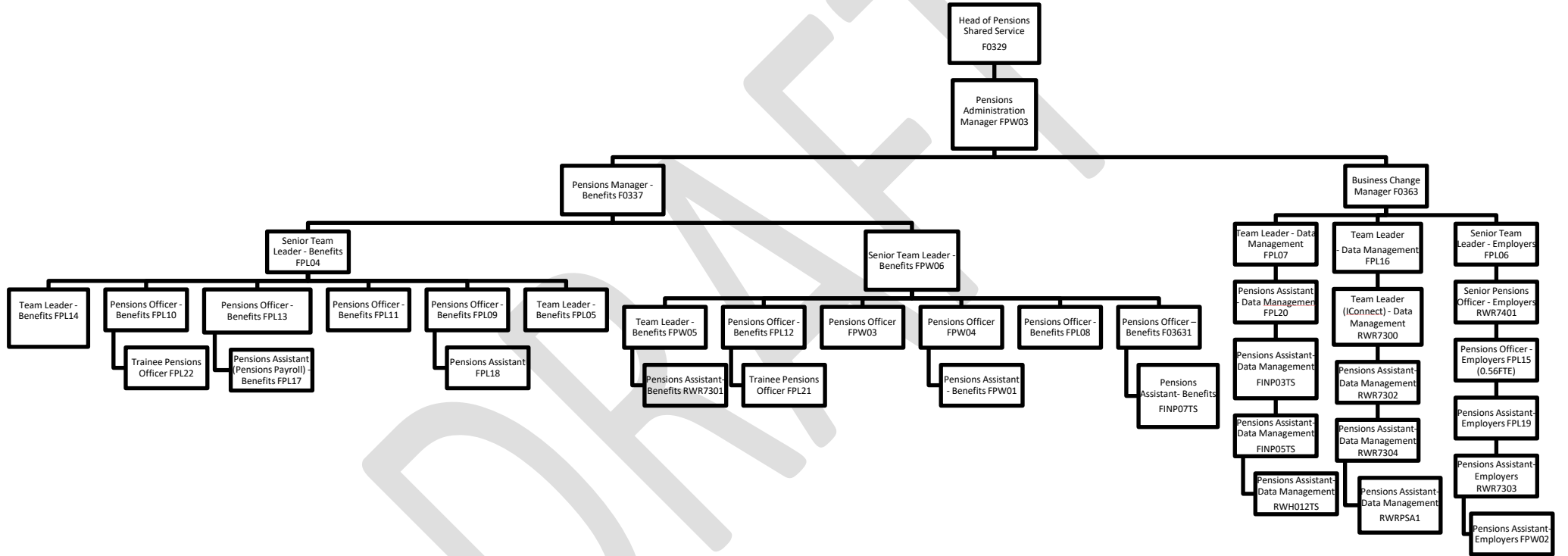
Specific Duties and Responsibilities

1. In accordance with the provisions of the LGPS, (TPS, NHSPS when relevant), compensation regulations and overriding HMRC, social security and pensions legislation: is responsible for the planning and co-ordination of work in the Benefits team including; evaluating new legislation, its impact on existing procedures and implementing changes; reviewing working practices leading 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 and Internal Dispute Resolution Procedure applications; deals with non-routine enquiries.
3. Supervises and checks the work undertaken by Team Leader (Post No. XXXX); ensures Pensioner Payroll input for new entrants and changes is completed accurately and meets the payroll deadlines each month; oversees any programs of in-house training and delivers that training to the staff of the Pensions Shared Service as directed by the Head of Pensions Shared Service.
4. Ensures that payments 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.

Generic Duties and Responsibilities

1. To comply with all the council's Codes of Practice, including the Code of Conduct, and policies and procedures concerning data protection and health and safety.
2. To be committed to the promotion of equality, diversity and inclusion for others, both colleagues and clients and maintain an awareness of the equality and diversity protocol; to work 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 and to report any instances of inappropriate behaviour or discrimination.
3. To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004, the London Child Protection Procedures and Working Together in relation to child protection and safeguarding children and young people as this applies to your role within the council. To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to your work role. To ensure that your line manager is made aware and kept fully informed of any concerns which you may have in relation to safeguarding and/or child protection.
4. To carry out any other reasonable duties and responsibilities within the overall function, commensurate with the grading and level of responsibilities of the post.
5. The profile is not intended to be an exhaustive list of 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.

Current 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	Essential	Desirable	Assessed
A good understanding of occupational pensions legislation and administration in general.	✓		A,I
An excellent knowledge of the Local Government Pension Scheme.	✓		A,I,T
Experience	Essential	Desirable	Assessed
At least 2 years' experience of working in an occupational pension scheme environment, preferably LGPS.	✓		A,I
Experience of various IT systems including payroll, payments and pensions administration systems.	✓		A,I
Experience of successfully leading, coaching, mentoring and developing staff.	✓		A,I
Skills	Essential	Desirable	Assessed
Ability to communicate complex technical topics with service users at all levels of expertise.	✓		A,I
Ability to apply and communicate this knowledge to employees, scheme members and colleagues in other service areas (e.g. Human Resources, Payroll, schools and external employers' representatives).	✓		A,I
Ability to work flexibly and in response to user demands and service needs.	✓		A,I
Ability to develop and promote the service through innovation and creativity.	✓		A,I
Ability to manage staff performance	✓		A,I

A – Application form / CV

I – Interview

T – Test

C - Certificate