

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Pensions Manager - Benefits	Grade: MG1
Section: Pensions Shared Service	Directorate: Finance
Responsible to following manager: Pensions Administration Manager	Responsible for following staff: 2 x PO4 Senior Team Leaders
Post Number/s: F0337	Last review date: November 2023

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 management of the Pensions Shared Service's Benefits Team.
- To be responsible for 2 x PO4 Senior Team Leader.
- To have knowledge of all aspects of the LGPS, relevant compensation schemes, HMRC (maximum benefits and social security entitlements) and pensioner payroll.

Specific Duties and Responsibilities

- To supervise the Benefits Team as a whole and directly manage 2 x PO4 Senior Team Leader and 2 x PO2 Team Leader.
- For the Benefits Team, when directed by the Pensions Administration Manager, to organise the recruitment, induction and probationary reviews and reports recommending the establishment of new employees, Staff Development Reviews within the service, offering confidential advice and encouragement to staff with regards to personal development and training needs. To manage the Benefits Team's individual appraisals 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 absences within the Benefits Team.
- To provide cover for the Business Change Manager and Pensions Administration Manager during leave or when other circumstances dictate.
- To assist the Pensions Administration Manager in maintaining the service level standards and procedures necessary to ensure high standards of service, including developing new systems, making full use of IT, managing key projects leading to improvements, carrying out surveys, drafting plain English pensions information leaflets/booklets and focusing on customer care.
- 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 Pensions Administration Manager 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.
- In accordance with Pension Sharing on Divorce legislation, applies relevant legislation in respect of members of the schemes including liaison with members, ex-members, pensioners, solicitors and the Courts on preparing quotations and applying ear marking and Court Pension sharing orders when required.
- To advise employees and pension providers of the maximum contribution and benefit limits under HMRC rules contained in Finance Act 2004 (as amended), HMRC rules contained in the HMRC Registered Pension Schemes Manual, current and government announcements regarding changes to pension schemes in general

and taxation of schemes and on investment mediums most suited to utilise maximum pension benefits, under the Council's AVC arrangements. To contrast and compare Government announcements on changes to highly complex legislation and advises scheme members accordingly. These will often be high value cases dealing with senior management officers. The consequences of incorrect advice are public unlimited compensation awarded by the Pensions Ombudsman.

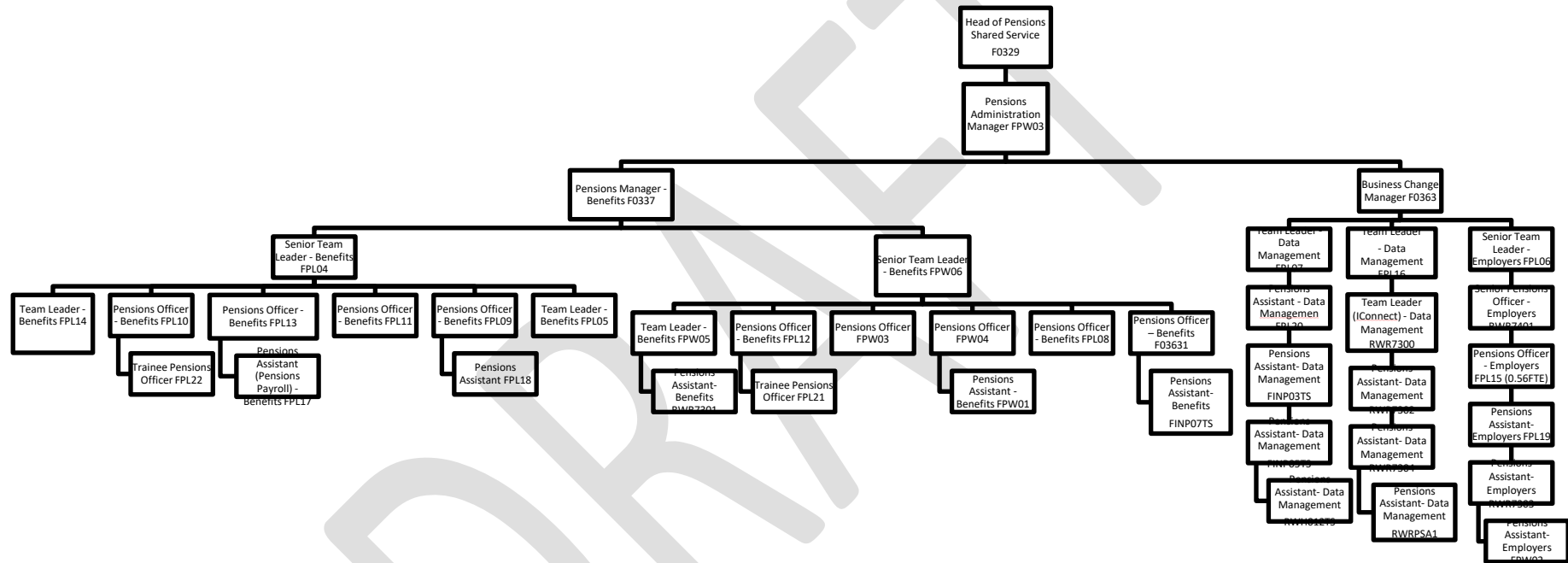
- To check accounts and calculations of age retirement benefits, gratuities, death benefits, compensation benefits, deferred benefits, ill health, serious ill health and complex benefits required by contracting out arrangements, ensuring that the correct interpretation of Council policies, the pension scheme regulations and other relevant legislation is being applied. To advise employing departments and the Council's Health & Safety Section and visit employees regarding entitlements, in particular, to ill health, serious ill health and death benefit entitlements. Responsible for ensuring that notified amounts are recovered on termination of employment from Benefits Team members who have received car loans, post entry training or have been overpaid.
- In accordance with the SSA's suggestions and complaints procedures, to respond to complaints received about the service. To ensure every attempt is made to resolve complaints locally to reduce the number of cases using the IDRP. Additionally, this approach can limit the number of cases referred to the Pensions Ombudsman who has power to award unlimited costs and damages for bad advice or mal-administration.
- To present Induction and Planning for Retirement training courses promoting the pension scheme and advising on options at retirement.
- To oversee accurate input to and then authorise the relevant monthly Pensioner Payrolls with the external Payroll Providers. To assist those providers with their annual pension increases inputs and communications to members. To assist with payroll and GMP reconciliations.
- To undertake other duties commensurate with the grade, as directed by the Pensions Administration Manager.

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 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.

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 detailed knowledge of the LGPS, relevant compensation schemes, HMRC (maximum benefits and social security entitlements) and pensioner payroll.	✓		A,I
Knowledge of relevant ICT packages and the ability to use them effectively.	✓		A,I

Experience	Essential	Desirable	Assessed
Experience of successfully leading, coaching, mentoring and developing staff.	✓		A,I
Experience of improving business systems and processes.	✓		A,I
Skills	Essential	Desirable	Assessed
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 proactively manage the team around the flow of work, utilising and analysing management information.	✓		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
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

A – Application form / CV

I – Interview

T – Test

C - Certificate