

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Pensions Officer (Benefits)	Grade: Scale SO2
Section: Pensions Shared Service	Directorate: Resources
Responsible to following manager: Pensions Manager - Benefits	Responsible for following staff: N/A
Post Number/s: Various	Last review date: May 2025

Working for the Richmond & Wandsworth Better Service Partnership

This role is employed under the Richmond & Wandsworth Better Service Partnership. The overall purpose of Richmond & Wandsworth 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.

Richmond & Wandsworth Better Service Partnership 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. For all participating authorities, to undertake the administration of pension related policies, practices and procedures for the Local Government Pension Scheme (LGPS) with particular reference to the calculation of all benefit entitlements.
2. 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

1. Responsible for the accurate calculations of entitlements to benefits and their payments in to and out of the participating authorities' pension funds and revenue accounts.
2. Responsible for checking and recording new entrants to the LGPS for all participating authorities.
3. In accordance with the provisions of the Local Government Pensions Scheme, compensation regulations, employer discretionary policies and overriding HMRC, social security and pensions legislation, calculates entitlements to (and where appropriate the payment of): death benefits, retirement benefits, redundancy or severance, additional contributions, benefits on re-employment, cash equivalent transfer values, refunds of contributions and deferred benefits.
4. When directed by the Senior Team Leader or the Team Leader checks the work undertaken by the Pensions Assistants; is responsible for inputting and checking Pensioner Payroll input for new entrants and changes ensuring the input is accurate and meets the payroll deadlines each month. Liaises with payroll providers, HR, legal, schools, auditors and other relevant officers providing information and assistance when requested.
5. Enters payment details on the relevant creditor system, ensuring 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.
6. 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. Deals with general enquires relating to the Teachers' Pension Scheme (TPS) and National Health Service Pension Scheme (NHSPS) and assists with the employer functions relating to the TPS and NHSPS.

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 and high capability of using the Microsoft Office packages (e.g. Word and Excel)	✓		A,I
Experience	Essential	Desirable	Assessed
Experience of the LGPS or other DB pension scheme(s)	✓		A,I,
Skills	Essential	Desirable	Assessed
A detailed knowledge of occupational pension scheme legislation and administration and related legislation in general including compensation, HMRC taxation and Social Security.	✓		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
Knowledge of relevant ICT packages and the ability to use them effectively.	✓		A,I
An understanding of the Council's equal opportunities policy in respect of service delivery and an awareness of the needs of differing cultural and minority groups.	✓		A,I
An understanding of the duties and responsibilities in relation to child protection and safeguarding children, young people and vulnerable adults as this applies to this role within the council.	✓		A,I
Ability to work as a team to produce high quality work.	✓		A,I
Ability to work flexibly and in response to customer demand and service needs.	✓		A,I
The ability to communicate effectively, both orally and in writing.	✓		A,I
Ability to develop and promote the service through innovation and creativity.	✓		A,I
Qualifications	Essential	Desirable	Assessed
Minimum of 5 GCSE's or equivalent at Grades A-C including Maths and English.	✓		A,C

A – Application form / CV

I – Interview

T – Test

C - Certificate