

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Pensions Assistant	Grade: Scale 5
Section: Pensions Shared Service	Directorate: Finance
Responsible to following manager: Team Leader	Responsible for following staff: N/A
Post Number/s: Various	Last review date: May 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

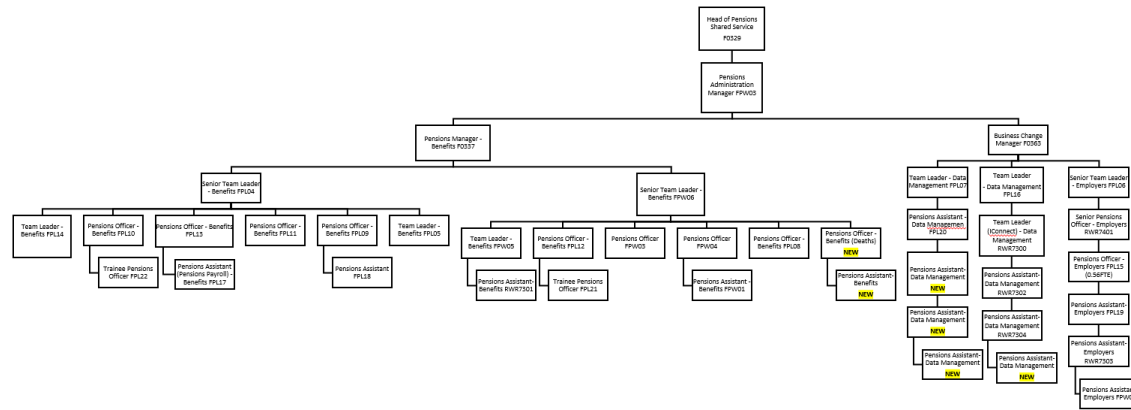
1. To be responsible to the Team Leader assisting with the effective and efficient management of the Pensions Shared Service covering all its participating authorities.
2. For all participating authorities, to undertake the administration of pension related policies, practices and procedures for the Local Government Pension Scheme (LGPS) with particular reference to the calculation of all benefit entitlements.
3. To have knowledge of the LGPS, relevant compensation schemes, HMRC (maximum benefits and social security entitlements) and pensioner payroll.
4. To undertake an approved course of study with the Pensions Management Institute (PMI).

Specific Duties and Responsibilities

1. In accordance with the provisions of the Local Government Pension Scheme, compensation regulations, employer discretionary policies and overriding HMRC, social security and pensions legislation, calculates entitlements to (and where appropriate the payment of): redundancy or severance, additional contributions, cash equivalent transfer values, refunds of contributions and deferred benefits.
2. Assists with Pensioner Payroll input for new entrants and changes for existing Pensioners 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.
3. 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.
5. Provides assistance and guidance on pensions generally in writing, on the telephone and in person to all employees answering straight forward enquiries in respect of: additional voluntary contributions, transfers of pension rights, retirement and death benefits, refunds of contributions and permitted maximum benefit accrual.
6. Undertakes scanning and indexing and post distribution within the team, entering relevant workflow tasks on Altair as required.

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

Job Title: Pensions Assistant	Grade: Scale 5
Section: Pensions Shared Service	Directorate: Finance
Responsible to following manager: Team Leader	Responsible for following staff: N/A
Post Number/s: Various	Last review date: May 2025

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,T
Skills	Essential	Desirable	Assessed
Proven ability to undertake detailed mathematical calculations accurately. Please note, the interview process includes a numerical assessment.	✓		A,T
Talk confidently to members and be able to explain complex rules or processes in a clear and appropriate way	✓		
Recognise when a procedure or policy is not working as effectively as it could and make suggestions as to how it could be improved	✓		
Organise and prioritise own workload	✓		
An understanding of the Council's commitment to promoting equality, diversity and inclusion and an awareness of the value of staff and service users' differing backgrounds.	✓		
Qualifications	Essential	Desirable	Assessed
Minimum of 3 GCSE's or equivalent at Grades A-C including Maths and English.		✓	A,C

A – Application form / CV

I – Interview

T – Test

C - Certificate