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Job Profile

Provisional Job Title: Head of Pensions Shared Service	Grade: MG3
Section: Pensions Shared Service	Directorate: Resources
Responsible to: Assistant Director (Financial Services)	Responsible for: Pensions Shared Service - 28 Officers
Post Numbers: F0329	Date: February 2019

Working for the Richmond/ Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Borough 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 innovation in local government and the organisation will invest in your development and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose:

Reporting to the Assistant Director (Financial Services) you will lead and manage the Pensions Shared Service's operational activities ensuring that the business plan is delivered effectively in a timely manner and of the quality required, the budget is managed efficiently, and key management and performance information is provided to all key stakeholders.



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Specific Duties and Responsibilities:

- Responsible to the Assistant Director (Financial Services) for the day to day running of the shared pension service team of 29 officers, including budget management.
- Responsible for the management of pension related liabilities including local government, teachers, NHS and LPFA pensions as well as compensation payments and contributions.
- Monitors Pension Fund liabilities and devises models, proposes action and introduces systems to ensure prudent financial management of the pension Funds. For example modelling ill health or early retirement costs and putting in place systems to recharge those costs.
- Responsible for the development, implementation, and strict adherence to a robust data quality program across the Service ensuring all standards, policies, and procedures are met. Has the ultimate responsibility for the quality of service provided and compliance with all regulatory, statutory and local standards/policies.
- Responsible for ensuring compliance with relevant overriding legislation that has a general or consequential impact on the Local Government Pension Scheme in England and Wales.
- Develops strong relationships with stakeholders and partners; attending forums, Local Pension Boards and Committee meetings as required.
- In conjunction with the respective Head of Human Resources devises policy, writes reports when required; administers relevant policies and attends meetings to advise on severance, early retirement, efficiency and compassionate retirement cases.
- Responsible for devising and maintaining systems to facilitate the reconciliation of pension contributions and payments to the respective Fund ledgers. Provides detailed analysis of payments when required.
- Decides upon interpretation of pensions, redundancy and TUPE legislation relating to entitlements and payments, may be appointed to adjudicate first stage IDRP



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appeals and decisions made under the LGPS, and answers appeals from Judicial review bodies, including Central Government Departments, the Pensions Ombudsman and Employment Tribunals in conjunction with the respective legal advisers.

- Responsible for the budget for the Service and non-investment related income and expenditure. Prepares data for end of year accounts for inclusion in the respective Pension Fund Accounts. Commissions, obtains and checks IAS19 reports (and other Accounting Standard reports as requested) for any Fund employers' accounts and instructs the respective Fund actuaries on non-administrative services required.
- Responsible for ensuring that administrative and financial systems are secure and adhere to legislative, policy, accountancy and audit requirements.
- Provides expert advice, guidance and assistance to all Officers, Members and stakeholders as required.
- Responsible for the direct line management of the Pension Managers of the Service to include: day to day line management; managing poor performance; setting and monitoring annual performance targets; maintaining sickness absence records; and adhering to the relevant employment Codes of Practice.
- Any other duties, which may be required, commensurate with the grade of this post.

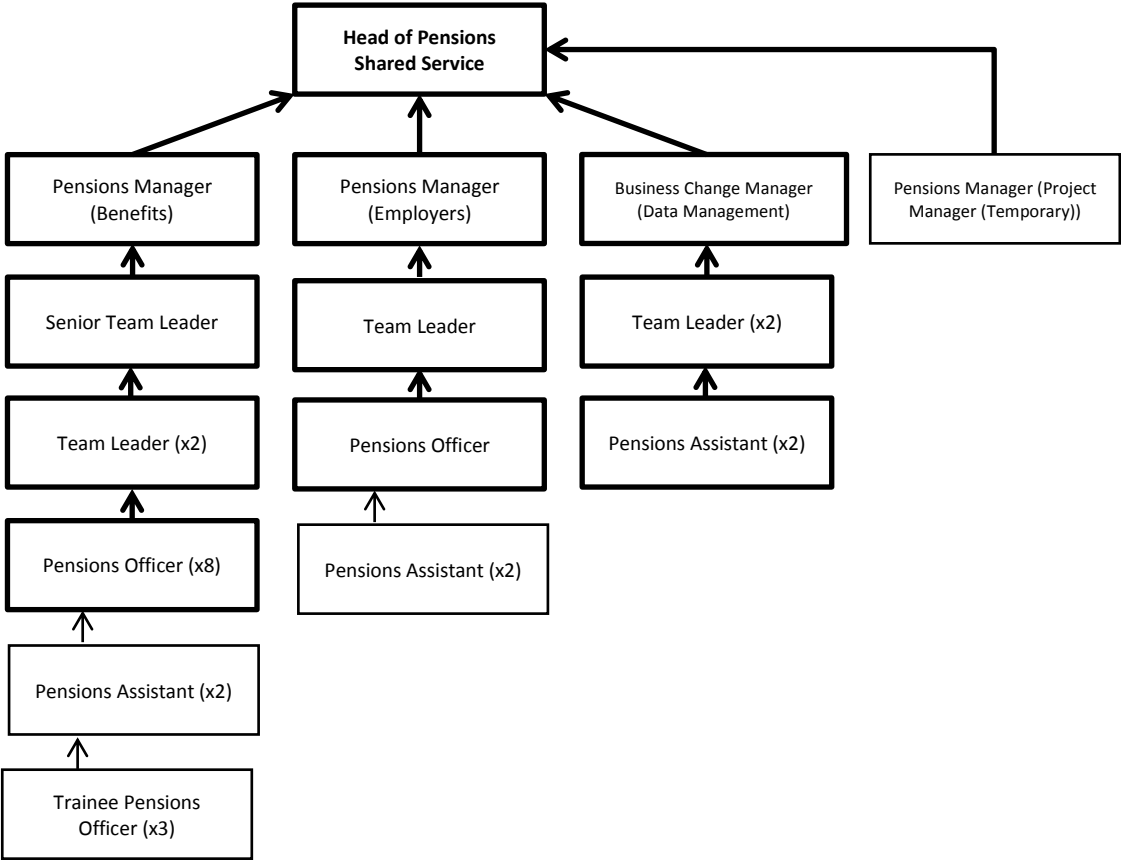
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the Boroughs of Wandsworth and Richmond services.
- To comply with relevant Codes of Practice, including the Code of Conduct, and policies concerning data protection and health and safety.
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and 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.



- To understand the both Council’s duties and responsibilities for safeguarding children, young people and adults as they apply to your role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Current team structure (29 established posts)





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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 –

- taking responsibility and being accountable for achieving the best possible outcomes – a ‘can do’ attitude to work
- continuously seeking better value for money and improved outcomes at lower cost
- focussing on residents and service users, and ensuring they receive the highest standards of service provision.
- taking a team approach that values collaboration and partnership working

Requirements	Assessed by A & I/ T/ C
Knowledge	
Substantial knowledge of LGPS and defined pension benefit arrangements.	A/I/T
A good understanding of utilising modern IT solutions to facilitate transformation of the administration leading to an excellent service and quality outcomes for our users.	A/I/T



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Experience	
Proven and substantial experience of leading a multi-dimensional defined benefit pensions administration function, supporting employees and scheme members through change whilst ensuring business objectives are met.	A/I
Evidence of developing good working relationships with stakeholders, customers and a variety of partner organisations, a strong understanding of customer care concepts and a commitment to the provision of a high quality customer focused service.	A/I
Evidence of effective interpersonal skills when dealing with all stakeholders demonstrating the ability to communicate at all levels of understanding.	A/I
Proven experience of successfully managing large budgets and flexibly deploying staff resources to different areas of work as necessary.	A/I
Skills	
Excellent oral, written and presentation skills to provide clear and concise messages in a variety of internal and external contexts.	A/I/T
Strong influencing skills at senior levels to influence acceptance of changes to working practices.	A/I
Ability to lead, motivate and manage the Service to meet targets, objectives and deadlines. A proven manager of people.	A/I
Strong leadership in a complex environment with a high level of uncertainty around predicted or future demand.	A/I
Qualifications	
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.	C