**.Job Profile comprising Job Description and Person Specification**

**Job Description**

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|  **Job Title:** **Team Leader – i-Connect (Data Management and Communications)** | **Grade**: **PO2** |
| **Section:** **Pensions Shared Service** | **Directorate:** **Resources** |
| **Responsible to following manager:****Business Change Manager**  | **Responsible for following staff:** **2x Pensions Assistants** |
| **Post Number/s:****RWR7300** | **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 Business Change Manager to assist with the effective and efficient management of the i-Connect process covering all its participating employers.
2. To oversee the management of 2 Pensions Assistants in connection with the monitoring of iConnect submissions.
3. Is the Pensions Shared Service expert on iConnect, has an in depth knowledge of how this integrates with the Altair pensions system and provides a lead role with employers/payrolls.

**Job Dimensions**

1. Responsible for ensuring effective monitoring of iConnect submissions, for accuracy and timeliness. Regularly reviewing processes and ensuring maximum uptake of iConnect with employers/payroll providers.
2. This post has day to day management of the work of 2 Pensions Assistants within the Pensions Shared Service.
3. Deputises for the Senior Team Leader and provides cover for other Team Leaders in their absence.

**Specific Duties and Responsibilities**

1. In accordance with the provisions of the Local Government Pensions Scheme, (Teachers Pension Scheme, NHS Pension Scheme when relevant), compensation regulations and overriding HMRC, social security and pensions legislation: assists with the planning and co-ordination of work in the Data and Employers team including; implementing changes as a result of new legislation, amending procedures and working practices to lead to improvements in service delivery and best value principles.
2. Supervises and checks the work undertaken by 2 Pensions Assistants (Post No: TBC).
3. Is responsible for developing an effective process for monitoring and reporting on iConnect submissions. This process will meet audit and partner requirements and provide the basis for measuring performance against the Pensions Administration Strategy. Is responsible for ongoing monitoring with particular regards to accuracy and timeliness. Responsible for clearing iConnect errors.
4. Evaluates training needs of employers/payroll providers with regards to iConnect submission and provides assistance to these employers/payroll providers when required. Responsible for liaising with employers/payroll providers to improve the collection of data via iConnect.
5. Responsible for onboarding new employers to iConnect. Ensures that any changes in payroll provider are managed as appropriate.
6. Ensures that the staff of the Pensions Shared Service have an understanding of how iConnect integrates with Altair, and how updating Altair impacts iConnect submissions to ensure best practice and minimise errors.
7. Reviews/amends literature and drafts communications in connection with iConnect.
8. In conjunction with the Pensions Manager, devises, tests and runs reports to enable data to be extracted from Altair in particular to enable accurate data to be extracted for monitoring and reconciling payments, balancing member and employer contributions to be included in statements for the funds’ accountants and external auditors illustrating the methods of testing and reconciling employee and employer liabilities.
9. Reponsible for liaising with Aquila Heywood on errors, configuration and latest updates. Attends user groups to learn and share best practice with other pension funds.

**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 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.

**Additional Information**

**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.

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| **Person Specification Requirements** | **Assessed by** **A**  **&**  **I/ T/ C (see below for explanation)** |
| **Knowledge**  |
| A good understanding of public sector occupational pensions legislation and administration in general.  | A/I  |
| Knowledge of computer databases including knowledge of data manipulation and interrogation. | A/I/T |
| **Experience**  |
| 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**  |
| 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  |
| **Qualifications**  |
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**A – Application form / CV**

**I – Interview**

**T – Test**

**C - Certificate**