

Job Description

Job title	<Pensions Officer>
Directorate	BUSINESS : Business Support
Division	< HR>
Range	MPR 3
Reports to	<Payroll Team Leader>

Main purpose of the job:

To provide a comprehensive pensions administrative service, processing all joiners, leavers, and in-service pension changes for individuals in relation to all of the different pensions schemes operated by the Council. (e.g. LGPS, TPS and NHS pension schemes).>

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

To provide pensions administration advice and guidance to a range of stakeholders including managers, Head Teachers, schools'-based employees and Council employees. This includes but is not limited to;

- Starters
- Changes
- Leavers
- Missing service

To carry out year-end pension returns and processes in accordance with scheme rules.

Provide individual pension estimates, as required, and process in-service and out of service ill health retirement and retirement applications.

Administering of the computerised monthly payroll containing personal details of staff.

To contribute to the review, quality assurance, and development the service to meet the needs and demands of all its the service users.

To provide interpretation, advice and guidance on the operation and implementation of external regulations and statutory requirements in relation to pensions administration.

Manage own workload, whilst working as a team to ensure that cover is provided at all times, and priorities are identified, and appropriate steps taken to meet conflicting demands.

Working with other teams across HR & Payroll Services to ensure Pension administration is carried out on a timely basis and in line with current best practice and any other duties commensurate with the level of the post as may be agreed by your manager.>

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the <Payroll Team Leader>.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.



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Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Minimum of five GCSEs or equivalent at Grade C or above>

Level B (in addition)

- CIPP Certificate in Pensions Administration level 3 qualification or equivalent demonstrable experience>

Level C (in addition)

- A relevant level 5 qualification or equivalent demonstrable experience>

Knowledge

Level A

- Understands Pension terminology; PLD, Estimates, Retirements, Transfers, AVC's
- Knows the difference between pensionable and non-pensionable pay
- Demonstrates knowledge of opt in and opt out rules for occupational schemes
- Can accurately complete pension leaver details (PLD's)

Level B (in addition)

- Knowledge of the Automatic Enrolment process and eligibility criteria
- Understanding of the different types of tax treatment
- Can complete retirement estimates in line with scheme rules

Level C (in addition)

- Knowledge of the cyclical re-enrolment process
- Specific knowledge of;
 - Pay types included and excluded
 - How benefits are calculated
 - Ill health and death in service procedures
 - Flexible retirement process



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Experience

Level A

- < 1-2 years in a Pensions, Payroll or finance role.>

Level B (in addition)

- <3-5 years in a Pensions/Payroll role >

Level C (in addition)

- <5+ years or more in Pensions/Payroll role >
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Skills

Level A

- Proficient in the use of Microsoft Word, Excel and Outlook
- Excellent customer service attitude, in both written and oral communications
- Can clearly convey information without the use of jargon and in a way that meets with the end users' requirements
- Demonstrates the ability and drive to work collaboratively with colleagues and stakeholders
- Has a high level of accuracy and shows attention to detail

Level B (in addition)

- Displays a proactive problem-solving approach to utilise technical and situational knowledge
- Demonstrates a pro-active attitude towards deadline management and team goals
- Able to utilise Excel to perform intermediate tasks such as;
 - Sum and Count formulae
 - Basic data validation such as list creation or field restrictions
 - Conditional formatting to highlight specific numbers or text

Level C (in addition)

- Demonstrates an ability to identify risk and weakness in an area of work and suggest improvements to gain efficiency and/or accuracy
- Displays an understanding and interest in the wider departmental tasks, building working relationship and creating synergies where possible
- Can support and mentor new or experienced members of the team, setting a positive example through actions and decisions

- Collaborate with external stakeholders to partake in new projects, general updates and training sessions



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