

Employing council



Job Title	Pension Administration Officer
Grade	Havering Grade G7, Newham Grade PO1,
Location	Newham, Havering. The post holder must be flexible and work across council sites

Accountable to	Pensions Projects and Contracts Manager
Line management responsibility for	n/a
Job Purpose:	<ol style="list-style-type: none"> 1. To be responsible for the full administration of the National Health Service Pension Schemes, acting as the main point of contact and expert advisor on all issues, queries, processes both monthly and annual. 2. To be responsible for providing expert knowledge and advice on the Local Government Pension Scheme (LGPS), supporting payroll and the wider organisations, on queries and processes to help deliver an effective administration function. 3. To be responsible for providing advice and support to managers, employees, LGPS and NHS members and Local Pension board members on all matters relating to the LGPS and NHS pension scheme which will include delivery of training sessions. 4. To be responsible for accurate reporting and to ensure that statutory obligations are met by paying contributions on time, along with submission of data and resolving errors/queries within a timely manner. 5. Provide high quality accurate and consistent advice, deal with queries and process resolution in accordance with LGPS and NHS Pension Scheme statutory legislation, operational procedures and employee terms and conditions. 6. Deliver a high quality, consistent and professional service that meets strategic objectives, service level agreements (SLA), legislation, policies and procedures, being efficient and effective, whilst meeting agreed timeframes, standards and targets. 7. Support the service delivery, advice and support in a cost effective, efficient and solutions-focussed way that ensures customer satisfaction and positively impacts customer service and confidence. 8. Ensure up-to-date knowledge on LGPS and NHS Pension statutory and regulatory legislation, policies, procedures and employee terms and conditions and continue to develop these by attending LGPS and NHS Pension seminars and attendance at other appropriate forums. 9. Ensure data quality for Pensioners Payrolls is of a high standard and liaise with Pension Contracts Managers and Pensions Administrators.

<p style="text-align: center;">Specific Responsibilities</p>	<ol style="list-style-type: none"> 1. Be fully conversant with the regulations covering LGPS and NHS Pension scheme and to ensure that responsibilities as an employer are met. As Local Government Pension Scheme is a statutory scheme, you will need to have a knowledge of and adhere to rules as laid down by the scheme and those set by the Pensions Regulator. 2. Liaise with the Local Government Pension Scheme provider and manage their questions, requests and expectations. This would include estimate requests, service enquiries and retirement queries, death benefits, ill health, re-employment and maternity options. 3. Extract, reconcile and pay over all pensions contributions including completion and uploading the contributions breakdown in line with statutory requirements. 4. Visit Schools and academies/external business when necessary to discuss Local Government Pension Scheme implications on retirement, TUPE transfers and redundancy. 5. Have access to and administer both the LSPS and NHS scheme online using the Employer Portal, updating starters/leavers and in year changes. 6. Be the point of contact as the LGPS and NHS pension expert. 7. As the point of contact you will have excellent knowledge of Local Government Pension Scheme regulations and you will be expected to keep this knowledge up to date by attending training, seminars and the LGA Advisory group to keep abreast of changes in these regulations. 8. Responsible for dealing effectively with enquiries from clients by telephone, email, mail or in person, at all times conveying a professional and efficient attitude following customer service standards. 9. Ensure accurate and timely data and information is provided to government organisations including HMRC, DWP etc. to ensure the Council meets its statutory obligations. 10. Responsible for the completion of all year-end activities within the NHS Pension Scheme and working with the Pensions Projects and Contracts Manager for an effective closedown of the LGPS. Which includes liaising with and carrying out tasks as directed by auditors, resolving end of year queries to ensure data of the fund is accurate. 11. Achieve standards set within Service Level Agreements and Key Performance Indicators. 12. Calculate actual and estimated employees remuneration (together with details of corresponding whole time salaries and wages where appropriate) to provide the Local Government Pension Scheme Shared Business Services pensions section with accurate information for the calculation of pension benefits. 13. Liaise with Transactional People services, especially Payroll colleagues to clarify information or to question the validity of the data being submitted. 14. Scrutinise payroll system output reports and comparison documents with data entered into the system to identify anomalies. 15. Resolve reconciliation queries by comparing detailed data to identify errors and 16. Work flexibly and proactively with colleagues across HR services and with service managers to deliver in a responsive customer focussed way and to deliver the desired culture across the organisation(s). Contributing to the development of self-service. 17. Processing pension related tax payments 18. Active engagement in the LGPS valuation process, validating data and updating records.
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	<ol style="list-style-type: none"> 19. Provide a full NHS Pension Administration services, processing starters, leavers and retirements, liaising with NHS employees and service managers to resolve any pay related pension issues. 20. Contribute to the review, development and dissemination of new procedures and processes to improve service delivery, self-service and customer satisfaction. 21. The role will be required to support the Pensions Projects and Contract Manager, in ensuring board members have the required level of knowledge, which will include delivering training sessions. 22. Ad hoc training and support to be provided to members demonstrating detailed knowledge of the LGPS and NHS scheme, in the form of one on one, structured group or drop in sessions. 23. Providing training to Payroll officers on Pension related processes as part of employer functions, new starter, leavers and contractual changes. 24. Contribute to and or support projects and initiatives, proactively identifying opportunities to improve service delivery and customer satisfaction. 25. Prepare standard and non-standard correspondence and documentation on a range of issues, ensuring individual circumstances are addressed. 26. Process and input information into the appropriate system. Ensuring records and information systems, manual and computerised, are maintained, updated and accurate. 27. Ensure that data received from service areas is complete, accurate, and properly authorised. 28. Using knowledge of relevant Local Government Pension Scheme pension legislation and documentation determine the appropriate action and carry it out in a timely way. 29. Undertake general office duties as required and occasionally providing cover for other administrative roles within the Transactional People Services Team. 30. Assist the Pensions Projects and Contracts Managers as and when required with regards to payments to staff and pension administration activities, for all schemes operating within the Council 31. Maintain high levels of sensitivity in relation to personal, confidential and sensitive issues. 32. Make best use of all relevant IT systems, identifying, recording and reporting any system faults. Participating in system testing as required. 33. Actively promotes equality, diversity and inclusion within the organisation and act in a manner consistent with these principles. 34. Calculate redundancy pay estimates for employers.
<p>General</p>	<ol style="list-style-type: none"> 1. oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. 2. Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately 3. Deal with any Safeguarding issues that might arise, in line with the Council's policies and procedures. 4. Comply with Health and Safety Regulations associated with your employment.

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| | <ol style="list-style-type: none">5. Be aware of the council's responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.6. To treat all information acquired through your employment, both formally and informally, in strict confidence. |
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Newham - Person Specification
(Not applicable to Havering posts)

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

	Criteria	Method of assessment
Able to demonstrate and evidence a highly developed Competence in:	<ul style="list-style-type: none"> • Service improvement, maximising efficiency and new delivery models for the functions within the shared service. • Ability to develop and maintain a positive working climate, good morale and cooperation respecting diverse backgrounds. • Readiness to identify and implement ways of improving the overall quality, efficiency and effectiveness of their own work, and the work of their team or service. • Commitment to listen and value customers' needs, suggestions and feedback while recognising differences among customers. • Ability to make sound judgments on the information available and present it to diverse audiences in a clear and concise manner. • Willingness to challenge unacceptable behaviours in others and act upon concerns of inequality and discriminatory behaviour. • Willingness to take personal responsibility for own learning, development and performance. • Good written and verbal communication skills. • Effective interpersonal skills. • Ability to work effectively as part of a team. • Ability to work on own initiative and manage a significant and varied workload with competing demands. • Ability to assist in the implementation of recruitment ICT solutions and to learn and use new systems quickly. • Ability to prepare simple reports and documents. • Attention to detail. • Ability to develop and maintain good, productive working relationships with managers and other colleagues in a highly customer focused environment. 	

	<ul style="list-style-type: none"> • Attendance at Local Government and NHS Pension Scheme Pensions working groups and other specialist meetings. 	
<p>Able to demonstrate and evidence Knowledge and experience in</p>	<ul style="list-style-type: none"> • Experience of working to tight deadlines in a fast paced, results-focused environment. • Experience of using Microsoft Office software suite, Fusion HRM, and other desktop IT applications including spreadsheet functions. • An in depth understanding of the Local Government Pension Scheme Pension Scheme. • Experience is required of advising service users and managers on Local Government Pension Scheme Pension Administration matters including terms and conditions of employment. • Clear experience of using multiple software systems and standard accounting packages for processing business tasks and information, and running related reports. • Experience of dealing effectively with customers face to face and on the telephone. • Eye for detail and can think things through. • Methodical approach to their work. • Understands internal processes. 	
<p>Behaviours and personal qualities</p>	<ul style="list-style-type: none"> • Demonstrate a professional approach and commitment to customer service. • Flexible, proactive and responsive approach to work. • Able to maintain confidentiality and sensitivity in all circumstances. • Able to demonstrate behaviours which embrace the Council's Values of engaging our community, providing high quality service, focusing on achieving outcomes, working with integrity and honesty and valuing colleagues and their performance. 	

Havering Competencies (Not applicable to Newham posts)

Competency Profile

<p>Communicating Openly and Effectively</p> <p>Level B</p>	<ul style="list-style-type: none"> • Considers in advance the differing needs of others and adapts style accordingly, using appropriate language and methods of communication • Communicates clearly and influences well under pressure, using a range of methods to influence others, e.g. explains benefits and willingly gives and shares relevant information with others. • Summarises information to check understanding. • Expresses thoughts and ideas clearly and consistently and objectively discusses options. • Approachable and responsive to people's needs.
<p>Delivering Excellent Customer Service</p> <p>Level B</p>	<ul style="list-style-type: none"> • Proactively gathers information about customers and consistently seeks to establish and meet their current and future needs. • Analyses and understands delivery and range of services, providing solutions to individual customer needs. • Develops and maintains constructive relationships with customers. • Takes pride in delivering high quality services and seeks to expand own skills. • Constantly questions "how will this benefit the customer?" • Seeks customer feedback to identify ways to improve customer experience.
<p>Planning and Implementing</p> <p>Level B</p>	<ul style="list-style-type: none"> • Plans and prioritises workload to ensure deadlines are met through busy periods. • Monitors and adjusts plans as necessary. • Communicates the plans to appropriate staff / stakeholders. • Makes effective use of time. • Balances short term requests with long term priorities. • Determination and commitment.
<p>Respecting Others</p> <p>Level B</p>	<ul style="list-style-type: none"> • Acknowledges and values the positive contribution that everyone can make. • Demonstrates integrity at all times. • Considers impact of own actions and tries to cater for the differing needs of others. • Acts as a role model sets a personal example of good equalities practice at all times. • Challenges inappropriate and discriminatory behaviour. • Understands different learning and personality styles and preferences. • Respects confidentiality wherever appropriate. • Acts upon concerns about discrimination or inequality of opportunity. • Applies consistent standards of service and response.