

## Pensions Officer

### Grade: 6

#### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

#### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

#### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and citizens
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

#### **About the Service**

The Staffordshire Pension Fund administers the Local Government Pension Scheme (LGPS) for over 500 employers and over 115,000 members in the Staffordshire area.

Employers include:

- local unitary councils
- universities, academies
- town and parish councils
- housing associations
- charities

The Administration team focuses on:

- pension calculations for members
- timely payment of benefits to its members
- recording of accurate information
- updating scheme members pension records
- communicate with scheme members, employers, and other stakeholders

## **Reporting Relationships**

**Responsible to: Team Leaders - Pensions**

**Responsible for: Not Applicable**

## **Key Accountabilities:**

1. Facilitate the delivery of an efficient and effective service to members (current, potential and former) of the Local Government Pension Scheme and other employees and former employees entitled to benefits.
2. To contribute to the achievement of the commercial, technical and organisational objectives of the Pensions Team, by advising scheme members of their rights under the Local Government Pension Scheme, associated Regulations and overriding legislation and to be able to explain rules in an understandable and sensitive manner.
3. To develop and maintain an up to date working knowledge of the Local Government Pension Scheme Regulations and overriding legislation in order to provide a timely, accurate and efficient service to members .
4. To accurately calculate scheme members entitlement by sourcing and reviewing key elements including data, pay and service across a section of benefits that include Early Leavers, Retirements, Deaths, Transfers, Aggregation and Payroll as required under the Local Government Pension Scheme Regulations.

5. To check the accuracy of other pension team members, work and deliver peer training as required in order to help foster a high performing, accountable culture within the service.
6. To update and maintain the accuracy of the members pension records in all aspects of pension's administration on the pension administration system.
7. To respond clearly and concisely to varied and complex written and verbal enquiries from scheme members, employers and stakeholders, relating to all aspects of pension administration, delivering a high standard of customer care in a timely, confidential, and sensitive manner.
8. To undertake electronic scanning, indexing, and tasking of documents from scheme members, employers, and stakeholders on to the pensions administration system.
9. To aid scheme members in registering and accessing the members self service tool.
10. To be aware of and contribute towards achieving published Key Performance Indicator (KPIs) and Service Standards by meeting deadlines and statutory timescales.
11. To identify and implement improved working practices identifying opportunities for continuous improvement
12. To undertake such other duties as may reasonably be required which are commensurate with the grading of the post.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Climate Change**

Delivering energy conservation practices in line with the Council's climate change strategy.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.



The content of this Job Description and Person Specification will be reviewed on a regular basis.

## Person Specification

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident  Scheme *	Criteria	Measured by
	<b>Qualifications/Professional membership</b> <ul style="list-style-type: none"> <li>GCSE's (Grade C/Grade 4 or above) in English and Maths or relevant numerical and literacy experience</li> <li>Minimum of 2 A-levels (Grade D or above) or equivalent qualification, or relevant administration experience</li> </ul>	A  A
	<b>Knowledge and Experience</b> <ul style="list-style-type: none"> <li>Experience of working with computerised systems</li> <li>Competent in the use of Microsoft Word, Excel and Outlook</li> <li>Outline knowledge of UK Pension Schemes</li> <li>An understanding of the principles of GDPR</li> <li>Experience interpreting information and data from a variety of sources</li> <li>Experience in working to procedures and deadlines</li> <li>Experience of working in a customer facing environment</li> </ul>	A A/I  A/I A/I  A/I A/I
	<b>Skills</b> <ul style="list-style-type: none"> <li>Accurate and effective numeracy and literacy skills</li> <li>Strong communication skills, both written and oral</li> <li>Effective interpersonal skills, be able to relate well with a wide range of people.</li> <li>logical reasoning skills</li> <li>Attention to detail and accuracy methodical and organised approach to work</li> <li>Self-motivated and able to work under own initiative</li> <li>Able to work flexibly and creatively to meet changing priorities.</li> <li>Ability to organise own workload with minimum supervision and deliver required performance standards to specific deadlines</li> <li>Remain focused under pressure and identify priorities</li> <li>Show initiative</li> <li>Committed to self development</li> </ul>	I/T A/I/T I  I/T  I I I  I  I I I

	<ul style="list-style-type: none"> <li>• Committed to delivering a customer focused service</li> <li>• Able to work in a team environment</li> </ul>	 
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This post is designated as a casual car user



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job centre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print,  
Braille, another language, on cassette or disc, please ask  
us by contacting **Talent and Resourcing on 01785  
278300**