Pensions Governance and Communications Officer

Grade 5

**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 the people of Staffordshire
* 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 manages the Local Government Pension Scheme (LGPS) for over 500 employers and 115,000 members in Staffordshire. It consists of five teams: Treasury and Investments, Administration, Systems and Data, Governance and Communications, and Employer and Funding.

**About the Role**

To be responsible for ensuring the timely scanning, indexing and tasking of documentation received into the Pension Fund on to the Pensions Administration System. To ensure that queries received into the pensions mailboxes are dealt with in a timely manner in accordance with set service standards.

Reporting Relationships

Responsible to: Senior Pensions Governance and Communications Officer

Responsible for: N/A

Key Accountabilities:

1. Facilitate the delivery of an efficient and effective service to members, potential members and former members of the Local Government Pension Scheme to ensure we maintain a high level of service.
2. Advise scheme members of their rights under the Local Government Pension Scheme, associated Regulations and overriding legislation in an understandable and sensitive manner, to contribute to the achievement of the commercial, technical and organisational Team objectives.
3. Carry out daily post duties, involving batching and prioritising of incoming post across all aspects of pensions administration in order to achieve an effective service delivery.
4. Control the management, storage, retrieval, retention, and destruction of documents held by the record centre to adhere to data protection legislation.
5. Undertake electronic scanning and indexing of documents on to the pension administration system in a timely manner in order to assist the pensions administration team to carry out duties effectively.
6. Request and print membership certificates from the pensions administration system and issue to new pension scheme members together with a starter pack along with the pension portal activation codes providing a timely and efficient customer service.
7. Process general correspondence from scheme members and key stakeholders by promptly dealing with written correspondence, emails and phone calls ensuring all responses are informative, accurate, and timely.
8. Maintain the accuracy of existing scheme members pension records on the pension administration system in line with statutory requirements and to adhere to key performance indicators.
9. Resolve member issues in a timely and sensitive manner ensuring that a high level of customer care is provided.
10. Identify and implement improved working practices to contribute to a more efficient and effective team.
11. Assist the Pensions Governance and Communications Manager in the delivery of the governance register and communications operational plan by setting up meetings, taking action points and minutes.

Other Information

This post is designated a casual.

**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

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| **Minimum Criteria for Disability Confident Scheme \*** | **Criteria** | **Measured by** |
|  | **Qualifications/Professional membership**   * 4 GCSEs (grade 4 or above, or equivalent) including English and Maths or substantial experience in a similar role. | A |
| **employer_small** | **Knowledge and Experience**   * Experience of computerised systems. * Competent in the use of Microsoft Word, Excel and Outlook. * Outline knowledge of UK Pension Schemes. * Outline knowledge of Data Protection and Freedom of Information Legislation. | A  AI  A/I/T  I |
| **employer_small**  **employer_small** | **Skills**   * Demonstrable Communication Skills both verbal and written. * Ability to build relationships and rapport with a wide range of people using a variety of communication methods. * Effective numerical skills and attention to detail. * Sound and methodical approach to work. * Self motivated and able to work under own initiative. * Able to work flexibly and creatively to meet changing priorities. * Ability to organise own workload with minimum supervision and deliver required performance standards to specific deadlines. * Remain focussed under pressure and identify priorities. * Show initiative and common sense. * Capable of learning new skills. * Reliable. * Able to work in team environment. | A/I/T  I  I/T  I  I  I  I  I  I  I  I  I |

**employer_small** \*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 & Resourcing Team 01785 278300