Technical Support Officer Systems - Staffordshire Pension Fund

Grade 8

Our Vision

A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes

Everyone in Staffordshire will:

* Have access to more good jobs and share the benefit of economic growth
* Be healthier and more independent for longer
* Feel safer, happier and more supported in their community

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

Staffordshire Pension Fund administers the Local Government Pension Scheme on behalf of the Scheme Employers in the Staffordshire Pension Fund. Its vision is to provide an efficient and cost-effective service whilst providing excellent customer care.

General Description of the Activities of Staffordshire Pension Fund

1. To administer the national Local Government Pension Scheme for the Staffordshire area.

2. To administer scheme member records, calculate and award Local Government Pension Scheme benefits.

3. To provide a high quality and cost-effective service for Scheme Employers who participate in the Staffordshire Pension Fund

4. To provide the highest levels of customer care to all scheme members.

Membership of Staffordshire Pension Fund has a significant impact on the cost of employing staff and as a result, contributes to this vision and the visions of many other Public Sector organisations across Staffordshire.

Staffordshire Pension Fund has its own governance arrangements, independent management, and commissioning arrangements.

**Pension Fund Outcomes**

• To ensure sufficient funds are available to meet liabilities as they fall due

• To minimise Employer contributions and keep them reasonably stable

• To balance risk and reward

• To comply with Pension Regulations

• To be accountable to and address the needs of our wide range of stakeholders, including 118,000+ scheme members, 500+ employing bodies.

Reporting Relationships

Responsible to: Senior Team Leader (Systems)

Responsible for: Not applicable

Key Accountabilities:

1. Control and maintain the integrity, accuracy and security of the Pensions administration system.

2. Interrogate, manipulate, analyse and report on high volume member and employer data.

3. Provide support for the Pensions Section’s existing Pensions Administration, Payroll data Interchange (i-Connect) and Member Self Service (My Pension Portal) software systems.

4. Understand and comply with County Council’s and Pension Fund’s GDPR policies in relation to the protection and security of data.

5. Train and support new and existing staff members in computer-based systems including the pension’s administration and integrated payroll system.

6. Liaise with employers and external payroll suppliers on connection with data requirements.

7. Initiate and recommend to the Pensions Services Management Team suitable methods of introducing new processes and improving existing processes.

8. Facilitate the delivery of an efficient and effective service to members, potential members, and former members of the Local Government Pension Scheme and other employees and former employees entitled to benefits.

9. Contribute to the achievement of the commercial, technical and organisational objectives of Pension Services.

10. To always deliver high standards of customer care.

11. To work to deadlines and achieve agreed office performance standards.

12. To participate in Team Briefings and training sessions.

13. To undertake such other duties as may reasonably be required which are commensurate with the grading of the post, although suitable adjustments will be made in line with the Disability Discrimination Act.

**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** |
| **Graphical user interface, text, application  Description automatically generated** | **Qualifications/Professional membership**   * Minimum of 5 GCSE’s (Grade C or above) and which should include   English and Maths, or recognised equivalent  And, either:   * Minimum of 2 A-levels (Grade D or above), or recognised equivalent   Or   * 2 years relevant financial / pensions or computer systems experience | A  A  A |
| **Graphical user interface, text, application  Description automatically generated**  **Graphical user interface, text, application  Description automatically generated** | **Knowledge and Experience**   * Appropriate qualifications or 2 years’ experience working in a financial / computer systems environment * Detailed knowledge of computerised data-based systems * Highly 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 * Ability to train and develop other members of staff * Outline knowledge of payroll and HR procedures | A  A  A/I  I/T  I  I  I |
| **Graphical user interface, text, application  Description automatically generated** | **Skills**   * Excellent numeracy and literacy skills * A good standard of communication skills, both written and oral * Excellent interpersonal skills, be able to relate well to and develop a   good rapport with a wide range of people. Have a friendly and  personable manner   * Work related numerical and logical reasoning skills * A high degree of accuracy * A 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 focused under pressure and identify priorities * Show initiative * Capable of learning new skills * Reliable * Able to work in a team environment * Be customer focussed. * Willing to undertake a wide range of varied duties | I/T  I/T  I  I/T  T  I  I  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

**Shared Services on 01905 947446**