



Title Pensions Admin Level 1	Department Environment & Resources	Post Ref.
Job Purpose To work as part of a team providing a pensions administration service for members, beneficiaries, deferred members and pensioners of the Nottinghamshire Local Government Pension Scheme (LGPS) (including the Councillors' Scheme). To provide guidance and information on Pensions Administration matters and to undertake core Pensions Administration tasks at Level 1.		
Key Responsibilities 1. Undertake Level 1 pensions administration calculation and processing in line with agreed business processes, as required, including: <ul style="list-style-type: none">a. The processing of all types of retirement benefits, including ill health through the Pensions Administration System including the calculation and payment of redundancy payments, as required.b. The processing of all types of death and dependants benefits through the Pensions Administration System.c. The processing of divorce calculations and implementation of pension sharing orders.d. The processing of requests received for estimates of pension benefits from employers, scheme members and other bodies.e. The processing of transfers into and out of the pension schemes.f. The timely processing of GMP notifications.g. Analysis of pay and employment information and the calculation of final pay in the performance of the above pension administration work and in line with procedural notes and Regulation guidance.	Key Accountabilities 1. Develop and maintain the high standards of quality and efficiency in the pension's administration service provided by the BSC to scheme members, beneficiaries, deferred members and pensioners. 2. To develop and maintain an up to date knowledge of complex relevant legislation and policies e.g. Pension Regulations, HMRC regulations etc 3. Maintain strict confidentiality in respect of all personal records, data and information held electronically on systems and within the BSC relating to current and past pension scheme members. Standards for confidentiality will comply with current council policy and legislation. 4. Use resources provided efficiently and effectively and participate in performance measurement and quality control arrangements. 5. To maintain the security and integrity of all personal data, Including bank account details, held (electronic and paper) in line with Data Protection principles. 6. To participate proactively as a Pensions Administration Team	

<p>h. . Undertake appropriate checking, as required and directed.</p> <p>i. Involvement in other areas of pensions administration work as Required and directed, e.g. year end work, project work, bulk estimate work.</p> <p>2. Provide guidance and support to less experienced team members including Level 2 Pensions Admin Assistants and assist the Pensions Practitioners in their structured training and development.</p> <p>3. Responding to requests for information from scheme members, beneficiaries, deferred members, pensioners and other bodies ensuring consistency of information supplied.</p> <p>4. To support the Employer Support and Compliance Team in its role including assisting in the identification of Scheme Employer issues.</p> <p>5. To assist the Practitioners in the maintenance of procedural notes and business processes relating to the pensions administration service.</p> <p>6. Establish and maintain effective working relationships with customers</p> <p>7. Upholding BSC standards in respect of customer contact, timeliness and quality of services provided</p> <p>8. Liaise with statutory bodies and clients as required.</p> <p>9. Undertake manual calculations, as required and determined by procedural notes.</p> <p>10.To undertake Year End and Project work as required.</p> <p>11.Participate in training and development as required.</p> <p>12.To escalate issues which may impact on service delivery to the Senior Pensions Practitioner.</p> <p>13.To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post.</p>	<p>member and to build positive relationships with colleagues, managers, scheme members and other bodies.</p> <p>7. Develop and improve skills through involvement and participation in formal and informal training and development processes to meet the needs of the post and the changing business requirements of the service.</p>
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The post holder will perform any duty or task that is appropriate for the role described

Person Specification

Education and Knowledge

1. Holds a professional qualification (e.g. IPPM) or experience/evidence of continuous professional development in a Pensions, HR or Payroll service area.
2. Demonstrates a practical working knowledge of calculating and processing benefits and has a sound understanding and thorough knowledge of pension scheme issues.
3. Knowledge and understanding of developments in pension matters and complex legislation affecting pension scheme administration.
4. Understanding of the Local Government Pension Scheme framework (including the Councillor' Scheme).
5. Knowledge and understanding of a Pensions Administration System.
6. Knowledge of Microsoft office products.
7. Education to GCSE level or equivalent (English or Maths) or proven ability within a previous work setting

Experience

1. A minimum of two years working within a Pensions, HR or Payroll service function dealing with Pensions, Payroll administration matters.
2. Experience of processing scheme member benefits through a Pensions Administration System.
3. ICT Skills, including Microsoft Office products.

Personal skills and general competencies

1. Is able to follow instruction and set processes.
2. Is able to respond to complex questions relating to pensions administration.
3. Able to communicate courteously, effectively and sensitively at all levels to scheme members, beneficiaries, deferred members and pensioners verbally and in writing.
4. Ability to understand and analyse pay information and undertake and check complex numerical calculations.
5. Understand the boundaries of confidentiality in all aspects of work and to also understand data protection requirements.
6. Ability to analyse and prioritise workloads with reference to team priorities and business processes.
7. Puts into practice the Council's commitment to excellent customer care.
8. Works efficiently and effectively and actively looks for ways of improving services and outcomes for the Council and its customers
9. Works well with colleagues but also able to work on their own initiative.
10. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.

<ul style="list-style-type: none"> 4. Experience of working on own initiative within a pension administration environment, working to tight deadlines and meeting exacting targets. 5. Experience of checking pension benefit calculations. 6. Experience of working in a customer focused environment. 7. Experience of communicating pension administration issues to all stakeholders. 	<p>11. Flexibility regarding working hours as the needs of the business dictates.</p>
<p><i>Role Dimensions</i></p> <ul style="list-style-type: none"> 1. To work as part of the Pensions Administration Team to provide a Pensions Administration service for the Nottinghamshire Local Government Pension Scheme (LGPS) (including the Councillors' Scheme). 2. The post has responsibility for the provision of the day to day pensions administration service (Level 1) to scheme members, beneficiaries, deferred members and pensioners as directed by the Practitioners and Senior Practitioner. 3. To assist the Practitioners in the provision of a checking process and day to day support to Pensions Assistants Level 2. 4. The post will deliver a transactional pensions administration service (Level 1) following prescribed business processes. 5. The post has no budget responsibilities but does have financial responsibilities in regard to the payment of pension scheme benefits as appropriate (e.g. Lump Sum Retiring Allowances, Death Grant Payments, and Transfer Values etc.) <p style="text-align: right;"><i>please attach a structure chart</i></p>	