

Job Description			
Title Practitioner - Pensions Administration Team	Department: Environment and Resources	Post Ref Add Ref	
Job Purpose			
<p>To provide first line supervision and support to a group of Level 1 and Level 2 Pensions Assistants and to provide guidance and information on Pensions Administration matters.</p> <p>To assist the Senior Practitioner and the Payroll/Pensions Manager in the provision of a pensions administration service for members, beneficiaries, deferred members and pensioners of the Nottinghamshire Local Government Pension Scheme (LGPS) (including the Councillors' Scheme) and the Police Pension Schemes and assisting in managing the Pensions Administration Team to provide this service.</p>			
Key Responsibilities		Key Accountabilities	
<ol style="list-style-type: none"> 1. Assisting the Senior Practitioner in the supervision and effective management of the pension's administration service. This includes providing first line supervision, guidance and support to Level 1 and Level 2 Pensions Assistants along with the identification of training needs. 2. To manage the pensions administration service on a day to day basis, working with the Employer Support and Compliance Team, the Technical/Communications Team and the Systems Team. This will include:- <ol style="list-style-type: none"> a. Providing advice, support and assistance to the Pensions Administration Team in regard to the application of agreed business processes ranging across both Level 2 		<ol style="list-style-type: none"> 1. Provide the day to day management of staff supervision including setting and maintaining quality standards against agreed targets. 2. Day to day responsibility for all operational activity within the Pensions Administration Team. 3. To develop and maintain an up to date knowledge of complex relevant legislation and policies e.g. Pension Regulations, HMRC regulations etc. 4. Continual review of systems and processes in place and in response to changes e.g. Regulatory, process etc. 5. Work with departments and BSC to identify process 	

<p>(e.g. processing new starters, deferred pension benefits, refunds of contributions) and Level 1 (e.g. calculation and processing of retirement benefits, death benefits and divorce cases).</p> <ul style="list-style-type: none"> b. Allocate and undertaking checking c. Ensuring that business processes are adhered to within the team. d. The application of regulatory changes to business processes in conjunction with the Technical/Communications Team. <ol style="list-style-type: none"> 3. On a day to day basis identifying, investigating, analysing and managing the resolution of problems which may occur in the provision of the pensions administration service. This will include identifying root causes and implementing suitable corrective actions. 4. Ensuring the maintenance and updating of relevant Pensions documentation including procedural notes appertaining to Pensions processes and training notes, as required. 5. To assist the Senior Practitioner in the management of projects as required, e.g. year end processing work, tri-annual valuations, review of business processes, bulk estimate exercises from scheme employers. 6. Assisting in future system roll-outs, including the support of change management activities. 7. Monitoring and managing performance in conjunction with agreed targets and objectives. 	<p>improvements.</p> <ol style="list-style-type: none"> 6. Develop and maintain the high standards of quality and efficiency in the pensions administration service provided by the BSC to scheme members, beneficiaries, deferred members and pensioners. 7. 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. 8. To maintain the security and integrity of all personal data, including bank account details, held (electronic and paper) in line with Data Protection principles. 9. To participate proactively as a Pensions Administration Team Practitioner and to build positive relationships with team members, colleagues, managers, scheme members and other bodies. 10. 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.
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8. Day to day management, prioritization and allocation of work (including checking work) across the team ensuring the provision of cover to meet service needs, priorities and deadlines (e.g. pensions payroll deadlines, process deadlines etc.)
9. Undertake detailed manual calculations as required in support of the Pensions Assistants and as determined by procedural notes.
10. To support the Employer Support and Compliance Team in its role including the identification of Scheme Employer issues.
11. On a day to day basis manage the response to calls through the Pensions helpline and Customer Services Centre on issues raised by scheme members, employers and other bodies.
12. To assist in the provision of documentation and implementation of new guidance, policies and procedures to comply with LGPS and Police Pension Scheme Regulations.
13. Liaise with and support the BSC to meet business needs through the successful operation of the pension's administration service.
14. To represent the Senior Practitioner on pension administration matters as required and appropriate.
15. On a day to day basis supervise, lead, manage, motivate, communicate with and develop team members, ensuring a professional, customer focused, best practice service delivery organisation and in line with NCC policies and practices.
16. To manage all resources allocated, lead, performance manage and motivate the team members to deliver high quality customer focused service to scheme members, beneficiaries, deferred members and pensioners.

<p>17. Conduct employee performance development review meetings, and undertake any follow up actions.</p> <p>18. Contribute to the recruitment, induction and training of team members.</p> <p>19. Where required liaison with statutory bodies and clients.</p> <p>20. To undertake any other duties which may reasonably be regarded as within the nature of the duties and responsibilities of the post.</p>	
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The post holder will perform any duty or task that is appropriate for the role described

Person Specification

<p><i>Education and Knowledge</i></p> <ol style="list-style-type: none"> 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. 5. Knowledge and understanding of a Pensions Administration 	<p><i>Personal skills and general competencies</i></p> <ol style="list-style-type: none"> 1. Sets an excellent example of customer care for other staff. 2. Able to communicate courteously, effectively and sensitively at all levels to scheme members, beneficiaries, deferred members and pensioners verbally and in writing. 3. Able to communicate complex Regulation information tailored to meet the needs of Level 1 and Level 2 Pensions Assistants both verbally and through guidance/training material. 4. Able to prioritise the team's, and own workload to specific deadlines. 5. Ability to organise and review workflow within the team. 6. Ability to understand and analyse pay information and undertake and
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<p>System.</p> <ol style="list-style-type: none"> 6. Knowledge of Microsoft office products. 7. Education to GCSE level or equivalent (English or Maths) or proven ability within a previous work setting. 	<p>check complex numerical calculations.</p> <ol style="list-style-type: none"> 7. Understand the boundaries of confidentiality in all aspects of work and to also understand data protection requirements. 8. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness 9. Strong analytical and problem solving skills 10. Sets targets for performance for the team as well as delivering a high degree of personal effectiveness 11. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards 12. Takes an active role in managing risk, health and safety and safeguarding issues 13. Ability to organise own work and that of the team to fulfil business requirements, often to challenging timescales, whilst managing customer expectations. 14. Able to engage with key stakeholders, building trustworthy and effective working relationships. 15. Flexibility regarding working hours as the needs of the business dictates.
<p><i>Experience</i></p> <ol style="list-style-type: none"> 1. A minimum of three years working within a Pensions, HR or Payroll service function dealing with Pensions, Payroll administration matters. 2. Experience of undertaking core pensions administration and benefit processing tasks as outlined in the job descriptions for Level 1 and Level 2 Pensions Assistants. 3. Experience of supervising a team to provide an administrative service. 4. Excellent ICT Skills, including Microsoft Office products. 5. Experience of working on own initiative within a pension administration environment, working to tight deadlines and meeting exacting targets. 6. Experience of supervising and checking pension benefit calculations. 7. Experience of working in a customer focused environment. 8. Experience of supporting and developing less experienced members of staff to ensure a high standard of service. 9. Experience of communicating pension administration issues to 	

all stakeholders.

10. Highly motivated and enthusiastic person with good influencing skills

11. Experience of the supervision of team members in supporting, and responding to enquiries from scheme members, beneficiaries, deferred members and pensioners.

Role Dimensions

1. To assist the Senior Practitioner in managing the Pensions Administration service for the Nottinghamshire Local Government Pension Scheme (LGPS) (including the Councillors' Scheme) and the Police Pension Schemes.
2. The post has responsibility for the provision of the day to day supervision of a number of Level 1 and Level 2 Pensions Assistants to ensure the efficient provision of the Pensions Administration Service to scheme members, beneficiaries, deferred members and pensioners.
3. 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, Transfer Values etc.)