

Title: <i>Pensions Technical & Regulation Practitioner</i>	Department: Chief Executives: Business Services Centre - Pension Office	Post Ref:
Job Purpose To be responsible for providing technical and regulatory assistance to the Technical/Regulations Senior Practitioner in the understanding, interpretation, development, testing and application of technical and regulatory information in relation to the Local Government Pension Scheme (LGPS)		
Key Responsibilities <ol style="list-style-type: none"> 1. To assist in providing technical assistance on LGPS Regulations and various Compensation Regulations and other related legislation. 2. The formulation and compilation of office notes in the understanding and application of new regulatory changes to the LGPS. 3. To assist the Technical and Regulations Senior Practitioner to manage and co-ordinate complaints received via the Internal Disputes Resolution Procedure or through any other source and advice on the applicable LGPS regulation. 4. To liaise and share information with Government Bodies, Administering Authorities, Actuary, Employers, and other appropriate agencies on all LGPS pension matters. 5. To assist the Technical and Regulation Senior Practitioner to establish, and maintain, appropriate mechanisms with other bodies and points of information, in order to identify and evaluate proposed changes to the Local Government Pension Scheme, or other regulatory-based change. 	Key Accountabilities <ol style="list-style-type: none"> 1. Provision of the ongoing support and advice to the Pension Office and BSC Management on Pension Regulation. 2. Day to day responsibility for advising and supporting Pension Office team members on carrying out the processes and calculations and that they meet current regulations. 3. To develop and maintain an up to date knowledge of relevant legislation and policies to be able to inform the Pension Office and make any relevant changes/updates. 4. Support the continual review of systems and processes in place and in response to changes e.g. regulatory, process etc. 5. Work with the Employer Support & Compliance Team to identify changes/updates to help develop training material, communication content and methods including the Pension fund website. 6. Develop and maintain high standards of quality and efficiency in the provision of disseminating regulatory information 7. Maintain strict confidentiality in respect of all personal records, data and information held electronically on systems and within 	

<ol style="list-style-type: none"> 6. To use and interrogate the Pensions Administration System and Payroll System in order to access management and financial information relating to membership records for the purposes of dealing with complaints, appeals, and investigations. 7. To work with and support the Competency Centre Pensions System Team in testing any changes or updates on the pension administration system to ensure that they comply with the regulations e.g. testing of calculations and where appropriate provide input to any internal and external audits as determined by the Pensions Manager. 8. Provide advice and support to the Employer Support & Compliance Team in the development and production of communication materials for the Local Government Pension Scheme. 9. In conjunction with the Employer Support & Compliance Team provide training, support, advice and guidance at all Employer events and the Pension Fund website, on all LGPS matters, as required. 10. In conjunction with the Employer Support & Compliance Team provide structured training, support, advice and guidance to colleagues as necessary within the Pensions Office. 11. The checking of work undertaken by staff in the Pensions Office in relation to any specific technical or regulatory issues or practices. 12. To assist the Technical & Regulation Senior Practitioner in the collation of cases and calculations to compare with applicable regulatory/Government Actuary Department guidance and where appropriate current practice for example annual allowance and life time allowance checking. 13. To provide general administrative assistance to the Technical & Regulation Senior Practitioner in examining case histories. 	<p>the BSC relating to current and past pension scheme members. Standards for confidentiality will comply with current council policy and legislation.</p> <ol style="list-style-type: none"> 8. To participate proactively and to build positive working relationships with colleagues, BSC sections, other relevant departments with NCC, Scheme Employers and other bodies. 9. 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. 10. To deputise, as required and/or as directed, in the absence of the Technical & Regulation Senior Practitioner.
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<p>14. Ensure an intricate and practical working knowledge of calculations and procedures undertaken by staff in the Pensions Office as directed by the Technical & Regulation Senior Practitioner.</p> <p>15. To attend and assist, as required with the Technical & Regulation Senior Practitioner; meetings; courses; working parties; presentations; workshops and other related events.</p>	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification	
<p><i>Education and Knowledge</i></p> <ol style="list-style-type: none"> 1. Holds a professional qualification related to Pensions (e.g. IPPM) or experience/evidence of continuous professional development in a Pensions, HR or Pay service area. 2. An intricate working knowledge and sound understanding of the Local Government Pension Scheme framework and regulations. 3. Understanding of a Pensions Administration System. 4. Knowledge of undertaking pension related complex numerical calculations both manually and through an electronic system 	<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. Excellent written and oral communication skills with the ability to present and synthesise complex information to a high professional standard (e.g. Regulation Information) 3. Ability to undertake complex numerical calculations both manually and through an electronic system 4. Able to manage own workload to organise, plan, prioritise, implement and review while meeting agreed targets.

5. Knowledge and understanding of testing and assessing changes/updates to processes and calculations. 6. Knowledge of Microsoft office products.	5. Understand the boundaries of confidentiality in all aspects of work and to also understand data protection requirements. 6. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness 7. Strong analytical and problem solving skills 8. Able to work with colleagues to set targets for performance through joint working as well as delivering a high degree of personal effectiveness 9. Ensures the Council's policies for fairness and respect are delivered including setting high personal standards 10. Able to engage with key internal and external stakeholders, building trustworthy and effective working relationships. 11. Flexibility regarding working hours as the needs of the business dictates. 12. Highly motivated and enthusiastic person with good influencing and presentation skills
<p><i>Experience</i></p> 1. Working within a Pensions, HR or Payroll service function dealing with Pensions, Payroll administration matters. 2. Experience of monitoring, amending and evaluating pension regulatory changes /updates and the impact it has on the processes and calculations 3. Experience of undertaking complex pension processes and calculations. 4. Experience of processing scheme member benefits through a Pensions Administration System. 5. Experience of undertaking and checking pension benefit calculations. 6. Experience in investigating customer complaints and providing recommendations 7. Experience of communicating complex pension administration issues to internal and external stakeholders 8. Experience on delivering workshops/updates sessions to internal and external stakeholders 9. Experience preparing and distributing pension related communication material including web based 10. Experience using Microsoft Office products in a working environment. 11. Experience of working on own initiative within a public sector environment, working to tight deadlines and meeting exacting targets. 12. Experience of working in a customer focused environment.	

<i>Role Dimensions</i> <ol style="list-style-type: none">1. To assist the Technical & Regulations Senior Practitioner in providing support and advice on regulation and Pension Office processes and activities.2. The post has no budget responsibilities.	