

<b>Job Description</b>			
<b>Title</b> Pensions Assistant Level 2	<b>Service Group</b> Environment & Resources	<b>Post Ref</b>	
<b>Job Purpose</b>			
<p>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) and the Police Pension Schemes.</p> <p>To provide guidance and information on Pensions Administration matters and to undertake core Pensions Administration tasks at Level 2.</p>			
<b>Key Responsibilities</b>		<b>Key Accountabilities</b>	
<ol style="list-style-type: none"> <li>1. Undertake Level 2 pensions administration calculation and processing in line with agreed business processes, as required, including: <ol style="list-style-type: none"> <li>a. The processing of all types of new starters to the pension schemes and follow up actions.</li> <li>b. The routine maintenance of pension records on the Pensions Administration System.</li> <li>c. Processing combined benefit cases through the Pensions Administration System.</li> <li>d. Processing of refunds of pension contributions through the Pensions Administration System including input of scheme member bank account details.</li> <li>e. The processing of all types of deferred pension benefits through the Pensions Administration System.</li> <li>f. The processing of Interfund transfers into and out of the pension schemes including input of fund bank account details.</li> <li>g. The timely processing of GMP notifications, as required</li> </ol> </li> </ol>		<ol style="list-style-type: none"> <li>1. 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.</li> <li>2. To develop and maintain an up to date knowledge of complex relevant legislation and policies e.g. Pension Regulations, HMRC regulations etc</li> <li>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.</li> <li>4. Use resources provided efficiently and effectively and participate in performance measurement and quality control arrangements.</li> <li>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.</li> <li>6. To participate proactively as a Pensions Administration</li> </ol>	

<ul style="list-style-type: none"> <li>h. 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</li> <li>i. Undertake appropriate checking, as required and directed.</li> <li>j. Involvement in other areas of pensions administration work as required and directed, e.g. year end work, project work, bulk estimate work.</li> <li>k. Processing of employee retirement estimates</li> </ul> <ol style="list-style-type: none"> <li>2. Provide guidance and support to less experienced Level 2 Pensions Assistants and assist the Pensions Practitioners in their training and development, as directed.</li> <li>3. Responding to requests for information from scheme members, beneficiaries, deferred members, pensioners and other bodies ensuring consistency of information supplied.</li> <li>4. To support the Employer Support and Compliance Team in its role including assisting in the identification of Scheme Employer issues.</li> <li>5. To Assist the Practitioners in the maintenance of procedural notes and business processes relating to the pensions administration service.</li> <li>6. Establish and maintain effective working relationships with customers</li> <li>7. Upholding BSC standards in respect of customer contact, timeliness and quality of services provided</li> <li>8. Liaise with statutory bodies and clients as required.</li> <li>9. Undertake manual calculations, as required and determined by procedural notes</li> <li>10. To undertake Year End and Project work as required.</li> </ol>	<p>Team member and to build positive relationships with colleagues, managers, scheme members and other bodies.</p> <ol style="list-style-type: none"> <li>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.</li> </ol>
---	---

<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>	
---	--

**The post holder will perform any duty or task that is appropriate for the role described**

<p><b><i>Person Specification</i></b></p>	
<p><b><i>Education and Knowledge</i></b></p> <ol style="list-style-type: none"> <li>1. Holds a professional qualification (e.g. IPPM) or commitment to on-going professional development.</li> <li>2. Has a working knowledge of benefit calculations and processing and understanding of pension scheme issues.</li> <li>3. Understanding of developments in pension matters and complex legislation affecting pension scheme administration.</li> <li>4. Understanding of the Local Government Pension Scheme framework (including the Councillors' Scheme) and the Police Pension Schemes..</li> <li>5. Knowledge and understanding of a Pensions Administration System.</li> <li>6. Working knowledge of Microsoft office products.</li> <li>7. Education to GCSE level or equivalent (English or Maths).</li> </ol>	<p><b><i>Personal Skills and general competencies</i></b></p> <ol style="list-style-type: none"> <li>1. Is able to follow instruction and set processes.</li> <li>2. Is able to respond to complex questions relating to pensions administration.</li> <li>3. Able to communicate courteously, effectively and sensitively at all levels to scheme members, beneficiaries, deferred members and pensioners verbally and in writing.</li> <li>4. Ability to understand and analyse pay information and undertake and check complex numerical calculations.</li> <li>5. Understand the boundaries of confidentiality in all aspects of work and to also understand data protection requirements.</li> <li>6. Ability to analyse and prioritise workloads with reference to team priorities and business processes.</li> <li>7. Puts into practice the Council's commitment to excellent customer care.</li> </ol>
<p><b><i>Experience</i></b></p>	<ol style="list-style-type: none"> <li>8. Works efficiently and effectively and actively looks for ways of improving services and outcomes for the Council and its customers</li> </ol>

1. A minimum of two years working within a Pensions, HR or Payroll service function dealing with Pensions, Payroll administration matters.
2. Experience of following business processes in order to meet quality standards.
3. Experience of working on own initiative, working to tight deadlines and meeting exacting targets.
4. Experience of working in a customer focused environment.
5. Experience of communicating to stakeholders in a consistent manner.

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.
11. Flexibility regarding working hours as the needs of the business dictates.

***Role Dimensions***

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) and the Police Pension Schemes.
2. A Police vetting procedure is required to undertake any Police Pension work.
3. The post has responsibility for the provision of the day to day pensions administration service (Level 2) to scheme members, beneficiaries, deferred members and pensioners as directed by the Practitioners and Senior Practitioner.
4. To assist, as directed, the Practitioners in the provision of a checking process.
5. The post will deliver a transactional pensions administration service (Level 2) following prescribed business processes.
6. The post has no budget responsibilities but does have financial responsibilities in regard to the payment of pension scheme benefits as appropriate (e.g. Refunds of Contributions, Interfund Transfers.)