

<b>Job Family:</b>	Delivery - Front Line - Process Knowledge	<b>Grade:</b>	7
<b>Job Title:</b>	Senior Pensions Administration Officer	<b>Directorate:</b>	Resources
<b>Date:</b>	22 January 2019	<b>Version:</b>	1.1
<b>Role Profile - Details Specific to Job Family</b>			
<p>These roles would be regarded as “front line” service delivery roles. Here, role holders are directly accountable for performance, often through the direct control of significant resources or through managed contracts. These roles may also deliver some of their results through collaborative working with co-producers or other third party agencies.</p> <p>At the lower levels, operational managers may oversee a department or team and at the lowest levels, direct contact with service users will be a common feature of roles in this job family. At the higher levels, they may be in charge of a department, large operational area or the management of significant contracts and maybe ultimately accountable for ensuring compliance with statutory obligations.</p>			
<b>Role Profile - Details Specific to Grade</b>			
<p>Working within established frameworks and procedures but with the freedom to apply professional judgement to solve problems. Roles will be a mix of supervisors and individual contributors. Work will be reviewed on an ongoing basis for fit with requirements.</p> <p>Roles requiring a level of process expertise to deliver an advisory or supervisory service.</p>			
<b>Brief Description of the Role and Department</b>			
Provide day-to-day and complex Local Government Pension Scheme administrative duties for the shared pensions administration service for Sutton and Kingston.			
<b>Representative Accountabilities</b>			

- Deliver service activities and manage small caseloads under the supervision of more experienced staff to ensure intended outcomes for customers and the Council are delivered within agreed service standards.
- Where relevant manage a small team of staff to ensure they are delivering services within agreed standards.

### **Budgetary Accountabilities**

- Authority to agree to pension payments or decisions in line with internal procedures (as agreed by the Strategic Director - Resources). This is to be delivered on understanding that accountability, as so far is reasonable, is accepted for these decisions noting that if taken incorrectly they may have financial and reputation consequences far exceeding those values. In total, annual pension payments are in excess of £55m annually.

### **Specific Accountabilities**

- Control and process, with minimal management oversight, a more complex caseload of:
  - Transfers in
  - Leavers
  - Transfers out
  - Divorce proceedings
  - Interfunds
  - Deferments
  - Deaths
  - Retirements (inc. quotes)
  - Employer returns
  - Returned payments.
- Provide training and supervision of junior colleagues.
- Support projects that are undertaken by the team.
- Check and sign-off other officers' processing tasks.
- Provide advice to scheme members.
- Answer the team phone.
- Manage the team email account and ensure that there is a rota in place that deals with staff absences and sickness.

### **Person Specification (Knowledge, Skills, Experience and Behaviours Required)**

- Knowledge of the regulatory framework of the Local Government Pension Scheme and experience working for or with such a scheme, or similar.
- A desire for innovation and continuous improvement.
- Keep abreast of current legislation and have a commitment to CPD.

- An ability to prioritise workload and work to deadlines.
- Possess the necessary knowledge and influence to provide advice, assistance and guidance to team members.
- Excellent communication (verbal and written), numeracy and IT skills.
- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace.