

<b>Job Family:</b>	<b>Delivery – Operational management</b>	<b>Grade:</b>	<b>10</b>
<b>Job Title:</b>	<b>Pensions Administration Manager</b>	<b>Directorate:</b>	<b>Resources</b>
<b>Date:</b>	<b>13 December 2017</b>	<b>Version</b>	<b>1:2</b>

#### **Role Profile - Details Specific to Job Family**

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.

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 may be ultimately accountable for ensuring compliance with statutory obligations.

#### **Role Profile - Details Specific to Grade**

Roles will focus on interpreting and applying policies to support local needs. Thinking is focused on specific parts of the Council rather than the Council as a whole and is usually limited to the annual business planning cycle. Will operationalise plans and deploy resources to meet these plans and objectives.

Responsible for managing effective day-to-day delivery of a specific service within clear budgets and standards.

#### **Brief Description of job role and department**

Provide operational leadership and management for the managing the administration of the Council's shared pensions administration service with the Royal Borough of Kingston.

#### **Representative accountabilities**

- Apply professional judgement to interpret and apply policies and procedures to meet specific local or service needs.
- Provide day to day management and professional supervision to staff to ensure operational plans and activities are delivered effectively.
- Identify opportunities for the continual improvement of operations in service area in order to deliver cost effective services that meet agreed quality standards.
- Lead small projects and implement changes and improvements within agreed cost, time and quality standards.
- Where relevant manage service level budgets and resources in order to support the delivery of intended outcomes and demonstrate value for money.

#### **Budgetary accountabilities**

- Authority to agree pension payments or decisions in line with internal processes and 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.
- Management of the team's revenue budget (circa £500k annually).
- Set other officers' authority limits to reflect their experience and competency up to the limit set by the Strategic Director - Resources.

### **Specific accountabilities**

- Provide pension administration services to Sutton Council and the Royal Borough of Kingston for their respective Local Government Pension Schemes, including scheduled and admitted bodies and any other relevant partners.
- Provide leadership to all members of the team and full management and supervision of the two deputies and other officers.
- Monitor and report on all developments that impact upon the liabilities scheme.
- Lead on the preparation for tri-annual valuation of the pension fund.
- Champion the professional integrity of the service.
- Effectively engage with stakeholders including members of the pension scheme, Pension Committees, Local Pensions Boards, The Pensions Regulator and government agencies.
- Oversee the production and publication of the annual benefit statement.  
Deliver an effective and efficient service to the team's internal and external partners.
- Maintain a pensions administration system (Civica UPM or equivalent).
- Engage with with internal and external partners to ensure all parties meet their respective obligations and promote online self-service.
- Manage the team to agreed service level agreements and statutory/regulatory deadlines.
- Explore and pursue potential income generation.
- Establish and deliver a high performance culture to ensure the benefits of the shared service are fully exploited.
- Plan and communicate delivery priorities accurately and in-time to stakeholders, employers, admitted and scheduled bodies, members, customers and staff, coping effectively with unexpected demands.
- Deliver accurate and timely actuarial records, government and pensions regulator returns, reports to respective employing authorities, Pensions Committees, Local Pension Boards and the Shared Service Governance Board.

### **Person specification (knowledge, skills, experience and behaviours required in the role)**

- Experience of maintaining a pensions administration system (Civica UPM or equivalent) including workflows and SQL reporting.
- Experience and desire of managing change to develop and deliver proposals for continuous cost-effective improvements to service delivery and income generation.
- Ability to proactively plan and deploy resources to achieve agreed and statutory outcomes.
- Ability to understand and manage risks.
- Ability to manage a shared service with collaborative working between local authorities.
- Skills of proven leadership skills and the ability to engage/inspire members of the team.
- Knowledge of the regulatory framework of the Local Government Pension Scheme and experience working for or with such a scheme or drive and ability to establish a good understanding very quickly.
- Fully qualified member of an appropriate pensions administration professional body.
- Knowledge and influence to provide advice and assistance to direct reports and the team.

### **Corporate Responsibilities**

To be aware of and perform the duties of the role in accordance with all Council policies and procedures including:

- Health and Safety
- Finance (including code of conduct, fraud and compliance)
- Equalities and Diversity
- The Council's Code of Conduct
- The Council's Core Behaviours
- Information Security and the Data Protection Act
- Emergency Planning
- The Council's Core Values and other Sutton and Kingston policies and procedures
- The Council's expectation of a 'Being a Manager in Sutton'
- Undertake duties consistent with responsibilities of the post as required by the designated line manager/supervisor.