

LONDON BOROUGH OF LEWISHAM - JOB DESCRIPTION

Designation:	Pensions Administrator	Grade:	Scale 5
Reports to (Designation):	Pensions Team Leader	Grade:	PO4
Directorate:	Resources	Section:	Pensions

Main Purpose of the job:

To provide day to day support to the pensions team. Liaising with pension administration providers and payroll providers in relation to pensions and payroll issues.

To ensure that data held on the pension system (Altair) is updated accurately in line with Pension Regulator guidelines.

To provide a professional, efficient and effective pension service to all members, employers and 3rd party customers.

Develop knowledge, skills and expertise in a Pension service area which will be the main focus of your work.

Areas for Decision Making:

Interpretation of current and previous LGPS Scheme regulations at a basic level to be able to make decisions relating to new starters, opt outs and refunds.

Dealing with post and setting up corresponding tasks.

Day to Day Responsibilities

Providing day to day support for the Pension Team which will include:

- Scan index and task daily post and allocate tasks to the Administration team
- Setting up new employees records on Altair as required
- Issue statutory notifications to new employees
- Process requests from employees requesting to opt in/opt out of the LGPS
- Request transfer details from other Local Authorities, other Occupational Schemes and Personal Pension Plan providers as required
- Instruct payroll for refund of contributions as required
- Maintaining members personal details such as change of address, marital status and beneficiary information
- Update Altair and advise Payroll with pensioner information such as change of address, bank details, appointment of Attorneys or Deputies
- Distribution of AVC Annual Benefits Statements
- Issue Annual Benefit Statements and Deferred Benefit Statements as required
- Advise members on the option for Self Service access to Altair
- Process original certificates submitted, such as birth, marriage and death certificate and Decree Absolute. Arrange return to members
- Process mail returned to sender, including cross checking with Payroll information and instructing Payroll to suspend pension payments until the pensioner's status is confirmed

- Ensure consistency and accuracy of Altair member information

To effectively work with in-house data systems currently Altair, I-Connect, Resource Link payroll and Oracle payroll.

Contribute to the continuous improvement of the Pension Team by ensuring that all work is carried out in accordance with current procedures and contribute to the review of those procedures, trialling and implementing any proposed or agreed changes.

To manage stationery levels and order stock as required.

Any other duties and responsibilities appropriate to grade and level of responsibility of this post.

Teamwork:

Participating in training and undertake training as required for the role.

Contribute to service improvement.

Help to communicate and promote the pension scheme.

To provide support on all project work as required such as, annual benefit statements, pensions increase, end of year processes, valuation etc.

Undertaking such other duties as may reasonably be required of you commensurate with your grade and as required to support the business including maintaining business continuity.

Commitment to Diversity:

To understand and carry out the duties of the post with due regard to the Council's Equal Opportunities Policy and core values. The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination

Data Protection:

To understand GDPR legislation and other requirements in the management of sensitive personal and financial information and to operate accordingly. Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.

Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Treating all information acquired through employment, both formally and informally, in accordance with the Council's Data Protection Policy.

Health and Safety:

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Internal Contacts:

These include: Councilors', Senior Management. Legal Services, HR, Payroll, Finance, Union, employees and scheme members.

External Contacts:

This will include LGA, HMRC, Admitted Bodies, Scheduled Bodies, Local Authorities, DWP, NFI, Pensioners, Scheme Actuary, AVC provider, Pensions Advisory Service, Pensions Ombudsman, schools and other pension related parties e.g. previous employers, insurance companies.

Other Useful Information:

All employees are required to participate in the Performance Evaluation Scheme (PES) and to undertake appropriate training and development identified to enhance their work.

Assist in carrying out the Council's environmental policy within the day to day activities of the post.

Consideration will be given to restructuring the duties of this post for a disabled post holder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Person Specification

JOB TITLE: Pensions Administrator

POST NO:

DEPARTMENT: Pensions

GRADE: Scale 5

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person, but are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity

Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S

Knowledge

Knowledge of the Local Government Pension Scheme or similar pension scheme at a level applicable to the post	S
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Aptitude

Ability to understand and absorb complex information

Ability of working to deadlines and meet targets

Use Initiative, be flexible and ability to handle change.

Ability to work alone, as well as co-operatively as an effective team member

Skills

Excellent customer service and able to communicate effectively by telephone, in writing, by e-mail and in person	S
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Have a methodical and organised approach to tasks, with attention to detail	S
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Use of Microsoft Office applications, including Word, Excel and Outlook to at least a Basic level	S
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Good numerical skills

S

Experience

Experience of working with the general public

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Experience of working in a Local Government Pension Section

General Education

English or English Language and Mathematics GCSE grade C or above, or equivalent, or comparable ability

DBS Disclosure Required?

No

☐

Basic

☐

Enhanced

☐

Physical

Generally candidates must meet the standard Lewisham requirements for the post