

LONDON BOROUGH OF LEWISHAM - JOB DESCRIPTION

Designation:	Senior Pensions Officer	Grade:	PO2
Reports to (Designation):	Pensions Team Leader	Grade:	P04
Directorate:	Resources	Section:	Pensions

Main Purpose of the job:

To provide day to day administration of the Local Government Pension Scheme in accordance with Scheme Regulations and HMRC Regulations.

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

Continuing development of knowledge, skills and expertise in a Pension service area to a high standard.

Areas for Decision Making:

Interpretation of current and previous LGPS Scheme regulations, other appropriate legislation and employer discretions and apply the correct regulations for accurate calculation of entitlement to pension benefits.

Quality checking of complex cases calculated by pension officers and administrators or any other member of the team.

Identifying training needs from outcome of quality checking.

Administrative and Technical Expertise:

To accurately perform calculations of pension benefits, using the pension system (Altair), as required in accordance with LGPS regulations and guidance provided by the Government Actuarial Department, to include:

- Retirement benefits including early, redundancy, ill health and flexible retirements
- Death benefits including death grants, spouse's and partner's pensions and children's pensions
- Estimates of scheme benefits for members or HR
- Transfer of pension rights both in and out of the LGPS including Interfund Adjustments, club schemes and private sector companies
- Aggregations and Concurrent Cases
- Early leavers including deferred Benefits and refund of contributions
- Pension sharing on divorce
- Annual Allowance
- Calculating additional pension contributions

Quality check all types of cases calculated by other pension officers and pension administrators or any other member of the team.

To process pensions payments and other financial transactions promptly and accurately in accordance with Lewisham Council's Financial Regulations and maintain accurate and detailed records.

Maintain the accuracy of pension records by ensuring that documents are filed or scanned in accordance with policy and that working papers and audit trails are maintained.

Provide information on the AVC scheme operated by the Council to scheme members and other interested parties.

To provide scheme members and scheme employers with clear, concise and accurate information about the provisions of the previous or current regulations and how these will apply in specific circumstances.

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

To review data received from scheme employers for accuracy and consistency – querying where there are anomalies. Work with existing and new scheme employers to improve the quality of data being provided.

To process the transfer of data for Lewisham scheme members from the payroll system to Altair using I-Connect and carry out any associated work in connection with the transferring of data.

Assist in the implementation and on-going use of employer software, I-Connect, as and when required.

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.

Interpreting complex legislation, providing technical support to the pension's team, employers and scheme members.

Analysing and interpreting proposed, new and existing legislation and provide guidance and advice to the pension team.

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

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

Leadership and Teamwork:

Participating in training to demonstrate competence.

Undertake training as required for the role.

Identify training requirements for other team members as a result of quality checking.

Provide mentoring and training to Pension Officers and Pension Administrators either on a 1:1 basis or in a small group.

Assist with the recruitment of staff.

To solve problems in a creative way ensuring workable and timely resolutions.

Supporting the induction and learning of new team members and fellow team members.

Providing cover for colleagues during periods of annual leave and absence from the office.

Applying your knowledge and feedback from others to contribute to service improvement.

Help to communicate and promote the pension scheme.

To work with senior pension staff and other officers to resolve detailed issues on calculations and reconciliations as required.

Attend and participate in meetings as required such as user groups and forums.

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: Senior Pensions Officer

POST NO:

DEPARTMENT: Pensions

GRADE: PO2

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

Have a high stand of knowledge of current and previous LGPS Scheme regulations and associated legislation. **S**

Knowledge of pay and conditions of service relevant to local government employees **S**

Knowledge of redundancy and voluntary severance

Aptitude

Ability to quickly absorb complex information **S**

Ability to read, understand and interpret complex legislation and make the appropriate decisions **S**

Skills

(Skills can only be used as shortlisting criteria if the skill is to be tested)

(To Be Tested – S)

Excellent communication skills. Be able to communicate effectively by telephone, in writing, by e-mail and in person **S**

Good attention to detail **S**

Strong team working skills **S**

Experience and ability to plan and prioritise to meet tight deadlines and targets **S**

Proficient in the use of Microsoft Office applications, including Word, Excel and Outlook **S**

Strong numerical skills. Be able to undertake numerical calculations **S**

Experience

Considerable experience of working in a local government pension section **S**

In depth knowledge and experience of Altair (Pensions Administration System) **S**

Experience of dealing with client departments, employees, employers and pension scheme members **S**

Knowledge and experience of payroll systems **S**

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