

<b>Job Family:</b>	Delivery - Front Line - Operational Management	<b>Grade:</b>	10
<b>Job Title:</b>	Pensions Administration Manager	<b>Directorate:</b>	Resources
<b>Date:</b>	22 January 2019	<b>Version:</b>	2.1
<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>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.</p> <p>Responsible for managing effective day-to-day delivery of a specific service within clear budgets and standards.</p>			
<b>Brief Description of the Role and Department</b>			
Provide operational leadership and management for the shared pensions administration service for Sutton and Kingston.			
<b>Representative Accountabilities</b>			
<ul style="list-style-type: none"> <li>• Apply professional judgement to interpret and apply policies and procedures to meet specific local or service needs.</li> </ul>			

- 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 the 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 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.
- Set other pensions officers' authority limits to reflect their experience and competency up to the limit set by the Strategic Director - Resources.
- Management of the team's revenue budget (circa £730k annually).

### **Specific Accountabilities**

- Respond to complaints (inc. IDRP).
- Lead on employer and payroll provider relationships.
- Implement new employer admission agreements with legal support.
- Manage bulk transfers.
- Complete:
  - HMRC returns
  - Annual statutory returns.
- Manage AVC providers.
- Provide advice to scheme members.
- Promote the LGPS.
- Allocate and prioritise workloads.
- Prepare papers and attend the Pension Board and Pension Committee.
- Check and sign-off other officers' processing tasks.
- Monitor employer adherence to the administration strategy and issue warnings and fines as applicable.
- Interpret and apply regulation changes.
- Assess against annual and lifetime pension allowances and produce pensions savings statements.
- Manage the budget, shared service recharges and ensure income is received.
- Maintain the administration strategy, employer discretion policy and communications policy.

**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.
- Experience of effectively engaging with stakeholders including members of the pension scheme, Pension Committees, Local Pensions Boards, The Pensions Regulator and central government agencies.
- A history of embedding high service standards to deliver the best customer experience.
- Proven leadership skills and the ability to engage and inspire members of the team.
- Experience and desire for 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.
- A desire for innovation and continuous improvement.
- Possess the necessary knowledge and influence to provide advice, assistance and guidance to your direct reports and team members.
- Ensure all health and safety standards are adhered to for the relevant work area.
- Apply diversity and equal opportunities policies in the workplace.