

Kent County Council

Job Description: *Pensions Training Officer*

Directorate:	Chief Executive Department
Unit/Section:	Finance Division – Pensions Section
Grade:	KR9
Responsible to:	Technical Advice & Training Development Consultant

Purpose of the Job:

Ensure all staff across Pensions Administration receive suitable and timely training to carry out the required functions of their roles. Support others to ensure KCC meets its regulatory and statutory requirements, through the coordination of effective pensions training and development. Liaise with managers, leadership and training/development specialists, to ensure appropriate training and development standards are met.

Main duties and responsibilities:

- Working with others in KCC's pension service, coordinate, identify, source and develop appropriate training and development solutions. Areas of training will include but not be limited to: KCC's pension administration software; Customer Service requirements; operations that enable the function of the Pensions Administration; processes and procedures; governance and controls. Furthermore, through obtaining advice and guidance from others, ensure new regulations and changes to national/local pensions policy are incorporated into training material.
- Deliver effective training across multiple platforms, including face-to-face, via e-learning, online workshops and webinars, online communication on MS Teams, etc. Develop and maintain a suitable library of training materials which is made available to all staff as a key resource to support business operations. Where appropriate, review and promote the utilization of external training provided by third parties; for example this may include training provided by the Local Government Association (LGA), Heywoods, or other similar partner organizations or providers.
- With support from others, influence the development of procedures and provide assistance to the interpretation of policy related to training/development.
- With guidance and support from others, keep up-to-date with changes to the pensions regulations and national/local policy changes. Have an awareness of how changes to pensions regulations affect the wider context of pensions training/development and have implications for training objectives.
- Plan, coordinate, programme and implement training to support business requirements to agreed deadlines. Produce a regular report to management on the staff training workplan and objectives. Be involved with recruitment and keep up-to-date on developments concerning recruitment.

- Maintain accurate records of training completed and a register of identified training needs. Taking into account business needs and grade expectations, identify individuals' training gaps and knowledge gaps within teams. Coordinate refresher training as appropriate, liaising with others to find training solutions.
- Develop and maintain a suitable process for evaluating feedback on all training given. Analyse and evaluate training feedback, assist with the continual improvement of development and training offered to staff based upon feedback received. Adopt a proactive approach to liaise with colleagues, managers and leadership about feedback received; share lessons learnt and best practice to inform future decision making.

Footnote: This job description is provided to assist the job holder to know what his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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Person Specification: *Pensions Training Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	Educated to degree level or a hold relevant qualification/hold equivalent experience in Pension Administration to undertake role.
EXPERIENCE	<p>Experience in Local Government pensions administration.</p> <p>An understanding of defined benefit pension schemes.</p> <p>Extensive experience in developing and delivering training on multiple platforms, maintaining and keeping training records.</p>
SKILLS AND ABILITIES	<p>Extensive experience in pensions administration software such as Altair, or similar.</p> <p>Strong inter-personal and communication skills, with the ability to motivate others to achieve their full potential.</p> <p>The ability to work flexibly and collaboratively as a team player.</p> <p>The ability to be proactive, think creatively and identify development opportunities and continuing ways of improvement.</p> <p>The ability to deliver effective training at a range of different levels, making training accessible to all. Must have excellent presentation skills.</p> <p>Strong written reporting skills, with the ability to cope with conflicting demands and deadlines.</p> <p>The ability to plan, coordinate and deliver an effective training programme.</p>
KNOWLEDGE	<p>Awareness of the HMRC Regulations & The Pension Regulator requirements.</p> <p>Strong IT skills, including Microsoft Office (MS Teams, MS Excel, MS Word and MS Powerpoint).</p> <p>The ability to absorb changes to pensions regulations and policy.</p>

KENT VALUES AND CULTURAL ATTRIBUTES

Kent Values:

- We are **brave**. We do the right thing, we accept and offer challenge
- We are **curious** to innovate and improve
- We are **compassionate**, understanding and respectful to all
- We are **strong together** by sharing knowledge
- We are all **responsible** for the difference we make

Our values enable us to build a culture that is:

Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile

Curious - constantly learning and evolving

Compassionate and Inclusive - compassionate, understanding and respectful to all

Working Together - building and delivering for the best interests of Kent

Empowering - Our people take accountability for their decisions and actions

Externally Focused - Residents, families and communities at the heart of decision making