

Kent County Council

Job Description: *Pensions Administration Performance and Operations Lead Manager*

Directorate:	Chief Executive's Department
Unit/Section:	Finance/Pensions
Grade:	KR12
Responsible to:	Pensions Administration Manager

Purpose of the Job:

The Pensions Administration Performance & Operations Lead Manager will lead and manage a team of officers with multidisciplinary expertise in pensions administration and communications. The Pensions Administration Performance & Operations Lead Manager will be responsible for the leadership of first-class customer service to both internal and external stakeholders of the Kent Pension Fund.

The Pensions Administration Performance & Operations Lead Manager will direct and manage the administration team managers in the day to day function of the administration service and will represent the administration team in operational matters of leadership and strategic decision making.

Main duties and responsibilities:

- Manage, lead, direct and oversee the development of operational work plans to:
 - * maintain good working relationships with stakeholders, ensuring queries are dealt with promptly and expertise is provided both proactively and reactively
 - * ensure all operational activities are undertaken in a timely fashion to ensure compliance with statutory regulation and key performance targets
- Work closely with the Pensions Administration Manager to contribute to, develop and implement the Fund's business plan in relation to operational processes. Represent the Operational Team in internal and external senior meetings, in decision making and leadership
- Develop, implement, promote and measure administration processes to ensure compliance that meets regulatory requirements, key performance indicators, supports the needs of officers working for Kent Pension Fund, its employers and scheme members and is forward looking in its approach

- Provide specialist advice to help embed the introduction of pensions policy and legislation changes. Establish a robust framework for dealing with and finding solutions that manage operational requirements. Ensure publications, documentation and communications are of a high caliber. Take a solution focused approach to support stakeholders. Provide written papers and verbal representation at Pension Board and Pension Fund Committee, as required
- Establish a robust framework for dealing with and finding solutions for operational compliance within Kent Pension Fund. Implement, build and maintain key stakeholder relationships internal and external to Kent Pension Fund to ensure excellent customer service and that complex partnerships are managed with integrity. Where required, respond to IDRP communication (Internal Dispute Resolution Procedures) pragmatically and promptly
- Support the Pensions Administration Manager in longer-term resource planning including workforce planning, organisation design and development to ensure the effective recruitment, retention, and continuing development of an engaged and high performing team
- Make and encourage suggestions towards a continuous improvement culture within the section, adopting a proactive approach to self-development, supporting the development of others to create a continual learning environment and ensuring targets are met across the team. Oversee the capture of feedback to continually improve performance, based on analysis and liaison with stakeholders
- Project manage & lead on key annual operational projects to meet statutory requirements and high risk areas as detailed on the Kent Pension Fund risk register

Footnote: This job description is provided to assist the job holder to know what their 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 Administration Performance and Operations Lead Manager*

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 NVQ5 Level or equivalent, and/or pensions professional qualification and/or proven ability to deliver the requirements of the post
EXPERIENCE	Experience of operational management within pensions administration Experience of organising and managing priorities to tight deadlines Experience of performance management
SKILLS AND ABILITIES	Have excellent communication skills, verbally and in writing to be able to clearly articulate complicated regulatory information Strong interpersonal, influencing and negotiation skills to promote continuous improvement Well organised with strong planning skills to meet challenging deadlines Proactive and solution focussed Excellent accuracy, numeracy and calculation skills
KNOWLEDGE	Good working knowledge of Microsoft Office applications including Outlook, Word, Excel, Publisher, Access and PowerPoint Expert, operational knowledge of Pensions administration systems such as Altair Broad and in-depth knowledge of the Local Government Pension Scheme. Working knowledge of GDPR, data security and Information governance

**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

(If this document is being used for recruitment purposes, examples of Behaviours which support the Kent Values will need to be demonstrated within the context of this post)