Kent County Council
Job Description: *Pensions Technical and Training Support Officer*

Directorate:	Chief Executive's Department
Unit/Section:	Finance / Pensions
Grade:	KR9
Responsible to:	Technical and Compliance Lead Manager

Purpose of the Job:

To provide support to the Technical Compliance and Training team to enable the team to achieve its objectives to deliver accurate financial pensions administration through the maintenance of comprehensive reference and training materials and the delivery of high quality training.

Undertake complex pensions casework and be a first line support for technical queries that come to the team.

Be responsible for researching and testing various aspects of pensions work and be prepared to undertake higher volume work within the technical team such as bulk updates to procedure notes or letters.

Main duties and responsibilities:

1. Provide support to the Technical Compliance and Training Consultants by dealing with casework on complex technical cases. Such casework will include areas such as pension tax and pension transfer compliance.

2. Keep up to date with changes to pensions regulations and other overriding legislation and policies. Maintain a good knowledge of local processes and procedures used to administer casework. Contribute to the roll out of legislative and statutory changes as directed.

3. Contribute to a rolling review of all procedure notes, working in conjunction with the Training Officers to ensure materials are updated periodically. Alongside such reviews, work with the Pensions Project Manager for Continuous Improvement on reviews of case workflows to ensure processes maintain compliance with statutory requirements.

4. Assist with the maintenance of the central suite of letters and forms under guidance from the Technical Compliance and Training Consultants and the Training Officers. Develop and maintain a knowledge of the systems used by the Technical and training team, including word integration and sharepoint, and proactively explore new technologies that can improve the training support.

5. Provide administrative support to the Training Officers to assist with the maintenance of staff sign off processes and the preparation of material and cases for training. Assist with the preparation of the training schedules. Maintain a central training matrix. Assist with the checking of training casework as directed by the Training Officers.

6. Lead on the task of booking pension section staff onto external courses and qualifications.

7. Assist with the task of preparing new staff inductions and early stage training.

8. Undertake software testing including, but not limited to, new pension database releases, including the testing of known errors. Proactively review software errors, and maintain a central log which can be accessed by all staff.

9. Participate on long term projects through involvement in any working or implementation groups, taking on specific tasks to help the team deliver the project and carry out any other duties associated with the work of the Technical and Training team as may be required from time to time.

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.

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 NVQ Level 3 diploma or equivalent • Certificate in Pension Administration (CIPP) or equivalent and/or proven ability to deliver the requirements of the post
EXPERIENCE	• Experience of working in pensions Administration, undertaking complex casework and manual pension calculations • Experience of interpreting, understanding, and complying with complicated pension legislation in both oral and written medias • Experience of managing multiple workstreams while continuing to meet deadlines • Experience of working as part of a team to accomplish team targets and projects
SKILLS AND ABILITIES	• Excellent accuracy, numeracy, and calculation skills • Proven problem solving ability • Ability to learn new software and systems to enable continuous improvements to be made to the technical and training resources • Confidence to challenge and influence the development of new and current procedures and suggest ideas for improvement, using in-depth knowledge and extensive experience
KNOWLEDGE	• Knowledge of Microsoft Office applications including Outlook, Word, Excel, Publisher, Teams and Powerpoint • Knowledge of a pensions administration software system e.g. Altair • A practical knowledge of the Local Government Pension Scheme regulations • A working knowledge of HMRC regulations and the regulatory framework in which the LGPS operates

	• Awareness of data protection and confidentiality issues
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)