

Kent County Council

Job Description: Senior Pensions Administrator

Directorate:	Chief Executive's Department
Unit/Section:	Pensions Administration, Finance Operations, Finance
Grade:	KR7
Responsible to:	Pensions Team Manager

Purpose of the Job:

To provide a quality, accurate and timely administrative service with regard to the pension schemes administered by the Pensions Administration section in line with the section's key performance indicators, service level agreements and statutory obligations. Provide responses to complex communications and information for scheme members and employers with scheme members in the Pension Fund. Solve complex problems using extensive knowledge and experience.

Main duties and responsibilities:

- Provide excellent service to members of and employers in the pension scheme, by handling all aspects of complex pensions administration tasks
- Provide excellent customer service to scheme members and scheme employers by providing responses to complex enquires and providing information via telephone, email, written responses and face to face meetings using highly developed technical, communication, and practical skills.
- Complete tasks by following set procedure notes and training provided. Use own judgement to approach and solve complex problems based on extensive knowledge and experience with reference to others where necessary.
- Maintain a 'right first time' approach to minimise errors and to produce high quality work and check tasks completed by others to ensure accuracy of information.
- Use professional and technical knowledge to provide training, guidance and advice to others and to apply policy and good practice.
- Be proactive in personal development by undertaking training and/or a pension qualification.
- Plan efficiently to manage your own workload to ensure key performance indicators, service level agreements, and statutory obligations are adhered to.
- Use highly developed technical, communication, and practical skills to deliver the role and provide effective support to colleagues.
- Process confidential and sensitive data, ensuring all information is kept secure.

- Make suggestions with regard to a continuous improvement culture within the section, adopting a proactive approach to your own development.
- Contribute to the development and maintenance of new processes to be used in the administration of the pension scheme to ensure effective and efficient procedures are maintained.

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: *Senior Pensions Administrator*

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	<ul style="list-style-type: none"> • Maths and English GCSE at grade C/4 or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working in pensions administration. • Experience of using a computerised pensions administration system e.g. Altair, including task management and document imaging. • Experience of working within a team • Experience of dealing with people face to face and over the telephone
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Ability to work on own initiative • Attention to detail • Good time management skills • Good verbal and written communication skills. • Professional approach • The ability to converse at ease with scheme members and scheme employers, answer questions and provide advice including the use of specialist terminology relevant to the role
KNOWLEDGE	<ul style="list-style-type: none"> • A extensive knowledge and understanding of the regulations and working practices in respect of the Local Government Pension Scheme. • Working knowledge of Microsoft applications including Word, Excel, Teams and Outlook (or equivalent)
KENT VALUES AND CULTURAL ATTRIBUTES	<p>Kent Values:</p> <ul style="list-style-type: none"> • 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 <p>Our values enable us to build a culture that is:</p> <p>Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile</p> <p>Curious - constantly learning and evolving</p> <p>Compassionate and Inclusive - compassionate, understanding and respectful to all</p> <p>Working Together - building and delivering for the best interests of Kent</p> <p>Empowering - Our people take accountability for their decisions and actions</p> <p>Externally Focused - Residents, families and communities at the heart of decision making</p>

