

## Kent County Council

### Job Description: *Communication and Support Officer*

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<b>Directorate:</b>	<b>Strategic and Corporate Services</b>
<b>Unit/Section:</b>	<b>Pensions Administration, Finance Operations, Finance</b>
<b>Location:</b>	<b>Sessions House</b>
<b>Grade:</b>	<b>KR8</b>
<b>Responsible to:</b>	<b>Employer and Member Relationship Consultant</b>

#### **Purpose of the Job:**

To improve the effectiveness of the Kent Pension Fund by pro-actively promoting and facilitating effective communications and relationships between the Kent Pension Fund, its scheme employers, members, media and other stakeholders.

#### **Main duties and responsibilities:**

- Support Employer and Member Relationship Consultant through ongoing development of strong working relationships and working practices with all employers in the Kent Pension Fund, and with the Police Authority.
- Increase awareness of scheme membership and information and data required from employers to support effective administration of pension schemes through provision of information, advice and training.
- Undertake and support projects and training to provide support to Consultants and Pension Administration colleagues, to ensure successful project outcomes.
- Promote and provide assistance in developing communications between the Kent Pension Fund and its' various stakeholders including an interactive website.
- Facilitate and share a framework for dealing with all activity relating to new employers joining the Pension Fund and for exiting employers.
- Provide training to employers where necessary on the implications of changes to legislation or procedures.
- Undertake, as required, the completion of annual and triennial exercises and statistical returns relating to the administration of the Kent Pension Fund.
- Drive a continuous improvement culture within the team, adopting a proactive approach to personal development and supporting the others in their personal development to create a continual learning environment for all.
- Contribute to development and ongoing maintenance of new and updated processes used in the administration of pension schemes following legislative changes, ensuring continuous effective and efficient procedures.

- Provide training, support and guidance to Employers on the implementation of new technology to enable the Pension Scheme to be administered more efficiently.
- Shadow Pension Officers and wider Pension Administration teams to extend knowledge of the whole of the work undertaken within the Pensions Section and share learning from this shadowing.
- Continually develop professional skills and knowledge, sharing this and good practice examples with colleagues, in order to build capacity in the function.

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: *Communication and Support Officer*

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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.

	<b>CRITERIA</b>
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"><li>• Maths and English GCSE or equivalent</li><li>• Working towards, or having obtained, CIPP Certificate in Pensions Administration or equivalent</li><li>• And/or high level of pensions experience with proven ability to undertake the role</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of delivering training and presenting to large audiences</li><li>• Experience of all aspects of pensions administration liaising with staff, scheme members, employers and external agencies</li><li>• Experience of using computerised pensions administration systems (e.g. Altair) including task management and document imaging</li><li>• Experience of working within a team and being a supportive and flexible team player</li><li>• Experience of dealing with people both face to face and over the telephone</li><li>• Demonstrate understanding of and practical experience in application of pensions and related legislation</li><li>• Experience of solving complex pensions issues</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to proactively plan, manage and review own daily workload</li><li>• The ability to collaborate with staff at all levels, developing and maintaining good working relationships</li><li>• Good time management skills</li><li>• Highly professional and excellent communication skills, verbal and written including the ability to deliver presentations tailored to the audience</li><li>• Ability to evaluate issues critically, but objectively, and to deliver solutions with a positive approach to problem solving</li><li>• The ability to provide professional advice to multiple stakeholders including the provision of specialist knowledge</li><li>• Ability to travel to meet the requirements of the service</li></ul>
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"><li>• A highly extensive knowledge and understanding of the regulations and working practices in respect of Local Government and Police Pension schemes</li><li>• Extensive and up to date knowledge of Pensions legislation</li><li>• Working knowledge of Microsoft applications including Word, Excel and Outlook (or equivalent)</li></ul>
<b>BEHAVIOURS AND KENT VALUES</b>	Support the three Kent Values:

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|  | <ul style="list-style-type: none"><li>• Open</li><li>• Invite contribution and challenge</li><li>• Accountability</li></ul> |
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by demonstrating the associated behaviours that are relevant to this role.

And

Exhibit the Finance behaviours of:

- Make it Happen
- Commercial Perspective
- Water for Growth
- Break the Barriers
- Be Kind