

Kent County Council
Job Description: Pensions Officer

Directorate: Chief Executive's Department
Unit/Section: Pensions Administration, Finance Operations, Finance
Grade: KR8
Responsible to: Pensions Team Manager

Purpose of the Job:

Use professional and technical knowledge 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. Interpret and apply more complex policy and good practice and provide advice to other staff including situations that have not occurred before.

Main duties and responsibilities:

- Provide excellent service to members of and employers in the pension scheme, by facilitating the resolution and responses to highly complex pensions administration tasks
- Provide excellent customer service to scheme members and scheme employers by investigating and resolving highly complex enquires. Provide information via telephone, email, written responses and face to face meetings using highly developed technical, communication, and practical skills.
- Produce high quality work, maintain a 'right first time' attitude, and check tasks completed by others to ensure accuracy of information
- Have specialist knowledge of Pensions in order to make decisions or provide training, guidance and advice to other staff. Be aware of the longer-term effect and impact of changes in legislation and decisions, seeking advice and direction when required.
- Maintain knowledge of all pensions law and legislation and be proactive in personal development by undertaking further training and/or pension qualifications
- Lead on subject areas within the pensions administration work providing training, guidance and advice and liaising with the Technical Consultants when changes to processes are needed. Ensure areas of work are being dealt with in a timely manner making others aware of any adverse situations and managing expectations
- Represent the section at events either providing presentations or face to face meetings for scheme members and reporting back to the management team with regard to relevant information

- Be flexible and available to help and work on projects when required to do so.
- Process confidential and sensitive data, ensuring all information is kept secure.

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 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	<ul style="list-style-type: none">• Maths and English GCSE at Grade C/4 or equivalent• Working towards or having obtained CIPP Certificate in Pensions Administration or equivalent• And/or proven ability to deliver requirements of the post
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in pensions administration liaising with staff, scheme members, employers and external agencies.• Experience of using a computerised pensions administration system e.g. Altair, including task management and document imaging.• Experience of working within a team and being a supportive and flexible team player.• Experience of dealing with people face to face and over the telephone.• Demonstrate understanding of, and practical experience in the application of pensions and related legislation.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Ability to proactively plan, manage and review own daily workload.• The ability to work in partnership with the management team and staff, developing and maintaining good working relationships.• Good time management skills.• Highly professional and excellent communication skills, verbal and written including the ability to deliver presentations tailored to the audience.• Demonstrate ability to evaluate issues critically, but objectively, and to deliver solutions.• 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 highly extensive knowledge and understanding of the regulations and working practices in respect of the Local Government Pension scheme and pensions legislation in general • 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>