

Kent County Council

Job Description: *Pensions Operations Team Manager*

Directorate:	Chief Executive's Department
Unit/Section:	Finance Division / Pensions
Grade:	KSI
Responsible to:	Pensions Administration Performance & Operations Lead Manager

Purpose of the Job:

The Kent Pension Fund provides high quality financial services. The Pensions Team Manager is responsible for enabling the team to adopt a "right-first-time" approach to deliver the timely calculation of pension benefits. The Team Manager position is responsible for leading a best-in-class administration service to external and internal customers. The Kent Pension Fund (Pensions Administration) consists of a variety of work teams.

The Team Manager role is expected to line manage a varied team of administration professionals, providing regular support and guidance. This includes setting and monitoring targets, supporting the personal and professional development of the team, and dealing with any issues that arise whether of a personal or performance related nature.

The Team Manager supports the Pensions Manager and Pensions Administration Performance & Operations Lead Manager in ensuring all specialist administration performance and service levels are continuously met. The Team Manager works collaboratively as part of a wider management team to develop and review processes to ensure all statutory obligations and legislative changes are adhered to.

Main duties and responsibilities:

- Manage and be responsible for the development of a large number of direct reports with multi-disciplinary expertise in pensions administration and legislation, ranging from entry-level Pension Assistants through to first-level managers. This includes providing support and expertise, identifying training needs, offering and encouraging development opportunities to enable all team members to deliver a best-in-class service. Take a solution-based approach to managing any performance or personal issues that may arise with sensitivity and integrity.
- Manage the workload across the entirety of the administration team. Work collaboratively with the other team managers to utilise all resources effectively, meet the section's objectives, and ensure all statutory regulations are adhered to, in order to maintain a high level of service provision. Use the internal workflow management tools to ensure the relevant Key Performance Indicators are proactively met and effectively communicated to all relevant parties such as senior management, the internal administration team and Pension Board.
- Liaise and communicate across the whole of the wider management team to ensure all areas of the section's workloads are managed and completed to maintain a first-class service. Work closely with the Pensions Administration Performance and Operations Lead Manager to ensure all "business as usual" administration tasks are completed effectively and in a timely manner with reference to the annual scheme calendar. Work

collaboratively with the Communication & Support and Technical Teams on annual projects to adhere to statutory deadlines for bulk member communications.

- Lead on projects with regard to pension scheme administration and customer service provision as directed by the Pensions Manager and/or Pensions Administration Performance and Operations Lead Manager. Consider the impact of any changes resulting from these projects and how it will affect the wider section. Determine the best method of engagement from the team, and how best to support them through the change by delivering relevant training, providing appropriate supporting documents. Assess performance levels and overall progress of the project and update the team to ensure continuous improvement.
- Lead regular team meetings to update the team on current and proposed developments and changes to the administration of the schemes. Ensure all relevant knowledge is shared with those administering the scheme in order to maintain a high level of service provision. Encourage discussions on the team in order to foster a continuous improvement mindset across the team and build team relationships.
- Be accountable for the final authorisation of all payments made from the scheme whether to customers or other external agencies. Take a leading role in ensuring the monthly payroll closedown checks and authorisations are completed before the payroll deadlines to ensure payments are made accurately and on time. Act with professional integrity when using discretion in methods of payment of lump sums where appropriate.
- Develop, maintain and review new processes by working collaboratively with the wider management team such as Pensions Project Manager for Continuous Improvement and the Pensions Systems Consultant. Be involved in a variety of decision-making processes to ensure any new developments to the administration team are implemented effectively.
- Engage with and build positive relationships with customers and stakeholders to ensure that their requirements are at the centre of the design and delivery of services. Use those experiences to investigate and implement new ways of working to deliver a best-in-class customer service. Support the Pensions Manager by managing and responding to Internal Dispute Resolution Procedure complaints, liaising with the customer, Pensions Manager, External Adjudicator and other relevant external parties.
- Keep abreast of relevant legislation changes and be responsible for cascading information as appropriate to ensure compliance with statutory requirements. Lead by example by being proactive in making use of external training and qualifications to keep knowledge up to date and supporting a continual learning environment for all. Attend external conferences to keep abreast of any changes to the scheme and wider pensions industry.
- Ensure that the integrity and security of data and records are maintained at a
- high level and are fully compliant with legislation, policy and General Data Protection Regulations. Monitor staff GDPR training to ensure the team are compliant. Be first point of administration contact for any GDPR breaches to investigate and report to the Data Protection Team as appropriate.
- To undertake any other ad hoc responsibilities aligned with the overall purpose and grade of the role.

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 Operations Team 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 Second stage Level 4-5 Diploma or equivalent, and/or pensions professional qualification and/or proven • Ability to deliver the requirements of the post
EXPERIENCE	• Experience of operational management • Experience of organizing and managing priorities to tight deadlines • Experience of performance management
SKILLS AND ABILITIES	• Have excellent communication skills, verbally and in writing • Strong interpersonal leadership skills including influencing and negotiating skills, the ability to build rapport with colleagues, customers and stakeholders in a professional and responsive manager. • Well organized and capable of meeting deadlines • Solution-Focused mindset in relation to problem solving • Excellent accuracy, numeracy and calculation skills • Personal resilience and the ability work in a pressured and ever-changing environment. • Commitment to equalities and the promotion of diversity in all aspects of working
KNOWLEDGE	• Knowledge of Microsoft Office applications including Outlook, Word, Excel, Teams, and PowerPoint, or equivalent. • Knowledge of Pensions Administration software system • Altair • Extensive knowledge of the Local Government Pension Scheme • Detailed knowledge of Data Protection Regulations, • Information handling & sharing, safeguarding and confidentiality issues • Detailed knowledge of and ability to work within national legislation and corporate authority policies and procedures relating to health and safety
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
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