

# Kent County Council

## Job Description: Pensions Training Officer

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<b>Directorate:</b>	<b>Chief Executive Department</b>
<b>Unit/Section:</b>	<b>Finance/Pensions Administration</b>
<b>Grade:</b>	<b>KSH</b>
<b>Responsible to:</b>	<b>Training &amp; Development Manager</b>

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

Ensure all staff across Pensions Administration receive suitable and timely training to carry out the required functions of their roles. Support others to ensure KCC meets its regulatory and statutory requirements, through the coordination of effective pensions training and development. Provide advice and support to managers to ensure the learning pathways that staff take are delivered in a timely and successful way. Liaise with the wider pensions leadership team and training/development specialists to ensure appropriate training and development standards are met.

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

1. In conjunction with colleagues in the pension service, identify and source appropriate training solutions in relation to aspects of the service such as processes and procedures, pensions administration software, governance and internal controls and customer service requirements. Ensure that training material reflects current pensions legislation and policy as well as any other overriding legislation
2. Directly influence the career progression of staff by advising line managers on individual's progress through their career pathway, working with managers to develop and coordinate a training plan for each member of staff to ensure the needs of the business and individual are met and that there is a consistent approach. Identify any additional training requirements staff may have and provide feedback to managers on staff progression
3. Deliver effective training across multiple platforms, including face-to-face and online training, e-learning, workshops and webinars, online written communication, prerecorded videos etc. Develop and maintain a centralised library of training materials which can be accessed by all staff. Undertake to monitor and control training material and adopt a continuous improvement approach to evolve how training material is stored. Where suitable, identify when third party training may be required from such organisations as the Local Government Association or a software provider etc.
4. In conjunction with the Training & Development Manager, influence the development of training material and undertake necessary work to interpret and implement any changes

to scheme regulations and guidance within the training area. Communicate any changes to relevant stakeholders and seek feedback to enable improvements to be made

5. Keep up to date with changes to pensions regulations and other overriding legislation and policies. In particular, be aware of how such changes affect the wider context of pensions training / development and how this may impact on training objectives
6. Work with management to plan, co-ordinate, program and implement training to support business requirements. Ensure key scheme events and deadlines are considered within the planning cycle and provide a regular report to management on the training workplan and objectives. Be involved with recruitment and keep up to date with developments concerning recruitment. Take a lead on planning how new staff are inducted into the pension service
7. Maintain accurate records of training completed and a register of identified future training needs. Accounting for business needs and expectations, identify individuals' training / knowledge gaps. Consider how to maintain and top up knowledge post training, liaising with others to find solutions such as refresher training
8. Develop and maintain a process to gather and evaluate feedback on training given. Use feedback to assist with continual improvement of the training and development offered. Share lessons learnt with the wider team to assist with future decision making

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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>• Educated to Level 4 Diploma or equivalent.</li> <li>• Certificate in Pension Administration (CIPP) or equivalent and/or proven higher level operational experience.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Extensive experience of working in pension administration within the Local Government Pension Scheme (LGPS), with demonstrable experience of interpretation and communication of scheme regulations</li> <li>• Experience of developing and delivering training on multiple platforms while maintaining accurate training records</li> <li>• Experience of working on own initiative and as part of a team</li> </ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"> <li>• Ability to deliver training sessions and presentations to a wide range of audiences</li> <li>• A detailed / advanced understanding of pensions administration software e.g. Altair or similar</li> <li>• Strong interpersonal and communication skills with the ability to motivate and influence others through adapting communication styles for the relevant situation</li> <li>• The ability to work collaboratively and flexibly as a team player while coping with conflicting demands and deadlines</li> <li>• The ability to be proactive, think creatively and identify development opportunities and continuing ways of improvement</li> <li>• Ability to interpret and understand complex regulations and guidance, including primary and secondary legislation as well as other statutory / non statutory guidance issued by such bodies as HM Revenue and Customs or the Pensions Regulator. Assimilate this information to enable useable and suitable training material and processes / procedures to be developed</li> </ul>

<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• Advanced IT skills including Microsoft Office applications including Outlook, Word, Excel, Teams, and PowerPoint</li> <li>• A practical knowledge of the Local Government Pension Scheme regulations</li> <li>• A working knowledge of HMRC regulations and the regulatory framework in which the LGPS operates</li> </ul>
<p><b>KENT VALUES AND CULTURAL ATTRIBUTES</b></p>	<p><b>Kent Values:</b></p> <ul style="list-style-type: none"> <li>• We are <b>brave</b>. We do the right thing, we accept and offer challenge</li> <li>• We are <b>curious</b> to innovate and improve</li> <li>• We are <b>compassionate</b>, understanding and respectful to all</li> <li>• We are <b>strong together</b> by sharing knowledge</li> <li>• We are all <b>responsible</b> for the difference we make</li> </ul> <p>Our values enable us to build a culture that is:</p> <p><b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile</p> <p><b>Curious</b> - constantly learning and evolving</p> <p><b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all</p> <p><b>Working Together</b> - building and delivering for the best interests of Kent</p> <p><b>Empowering</b> - Our people take accountability for their decisions and actions</p> <p><b>Externally Focused</b> - Residents, families and communities at the heart of decision making</p>