

Kent County Council

Job Description: *Technical and Compliance Lead Manager*

Directorate: Chief Executive's Department

Division/Section: Finance / Pensions section

Location: Invicta House, Maidstone

Grade: KSJ

Responsible to: Pensions Administration Manager

Purpose of the Job:

The Technical and Compliance Lead Manager will lead a team of officers with multi-disciplinary technical expertise in pensions administration.

This role plays a key part in the provision of high-quality technical compliance to Kent Pension Fund, ensuring that the Fund meets its statutory and regulatory requirements.

The postholder will have several direct reports and will represent the technical team in matters of leadership and strategic decision making.

Main duties and responsibilities:

1. Lead, manage, direct and oversee the development of technical work plans to :
 - maintain good working relationships with stakeholders, ensuring queries are dealt with promptly and expertise is provided both proactively and reactively.
 - ensure all reporting activities are undertaken in a timely fashion to ensure compliance with statutory regulations.
2. Work closely with the Pensions Manager to contribute to, develop and implement the Fund's business plan in relation to technical processes, compliance, challenge, monitoring and enforcement. Represent the technical team in internal and external senior meetings, in decision making and leadership.
3. Develop, implement and promote a technical compliance strategy that meets regulatory requirements, supports the needs of officers working for Kent Pension Fund, its employers and scheme members and is forward looking in its approach.
4. Provide technical specialist advice to help embed the introduction of pensions policy and legislation changes. Where necessary provide training on the implications of changes to legislation or procedures. Oversee the analysis of current levels of knowledge and take a solution focused approach, to support stakeholders. Provide papers and verbal representation at Pension Board and Pension Fund Committee, as required.

5. Establish a robust framework for dealing with and finding solutions for technical compliance within Kent Pension Fund. Implement, build and maintain key stakeholder relationships internal and external to Kent Pension Fund to ensure excellent customer service and that complex partnerships are managed with integrity. Where required, respond to IDRP communication (Internal Dispute Resolution Procedures) pragmatically and promptly.
6. Support the Pensions Manager in longer-term resource planning including workforce planning, organisation design and development. Manage and deliver a strategy to ensure the effective recruitment, retention, and continuing development of an engaged and high performing team.
7. Make and encourage suggestions towards a continuous improvement culture within the section, adopting a proactive approach to self-development, supporting the development of others to create a continual learning environment and ensuring targets are met across the team. Oversee the capture of feedback to continually improve performance, based on analysis and liaison with stakeholders.
8. Maintain and develop knowledge of relevant legislation and policy changes, cascading information to colleagues as appropriate. Provide professional advice and guidance on complex issues. Interpret complex legislation and policy so that implications are recognized and made understandable to less experienced audiences. Analyse levels of knowledge and take a solution focused approach in these areas, providing training as necessary.

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.

Organisational Responsibilities:

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children
- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent • Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
- Deliver to agreed budget and income targets.

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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.

Criteria	
QUALIFICATIONS	<ul style="list-style-type: none">• Educated to NVQ5 Level or equivalent, and/or possesses professional qualification and/or proven ability to deliver the requirements of the post.
EXPERIENCE	<ul style="list-style-type: none">• Experience of LGPS operational management and responding to IDRs.• Experience of organising and managing competing priorities to tight deadlines• Experience of performance management
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent communication skills, verbally and in writing, to be able to summarise complex information into messaging easy to understand.• Strong interpersonal leadership skills, with the ability to influence, negotiate and deliver change.• Solution focused with the ability to deliver in a fast-paced, target-led environment.• Working on own initiative, have excellent accuracy, numeracy and calculation skills• Commitment to equalities and the promotion of diversity in all aspects of working• The ability to interpret and recognize the implications of complex LGPS policy and legislation changes.• Personal resilience when working in an environment of pressure and constant change.• Ability to build rapport and trust with a diverse

	range of customers and stakeholders in a professional and responsive manner.
KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of Microsoft Office applications including Outlook, Word, Excel, Publisher, Access and Powerpoint • Knowledge of Pensions administration software system such as Altair • In depth, extensive knowledge of the Local Government Pension Scheme • Detailed knowledge and understanding of the General Data Protection Regulation (GDPR).
KENT VALUES	<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>External Focused – Residents, families and communities at the heart of decision making</p>