

Kent County Council

Job Description: *Pensions Engagement and Systems Deputy Team Manager*

Directorate:	Chief Executive's Department
Unit/Section:	Finance / Pensions
Grade:	KSH
Location:	Invicta House, Maidstone
Responsible to:	Pensions Engagement and Systems Team Manager

Purpose of the Job:

The Pensions Engagement and Systems Deputy Team Manager is expected to support and deputise for the Pensions Engagement and Systems Team Manager in the leading of the team responsible for pro-actively promoting and facilitating effective communications and relationships between the Kent Pension Fund and all of its stakeholders.

This involves staff support, in depth knowledge of employer procedures and processes used to administer the Local Government Pension Scheme (LGPS), assisting staff to build their understanding of the regulations governing the LGPS. Policy interpretation to take on an expert advisory role with regards to solving higher level issues and management decision making. Workload management to ensure that Key Performance Indicators are adhered to and high standards are maintained.

To support implementation and delivery of new systems and enhancements of existing systems (for example i-Connect and MyPension Online). Maintain and improve the quality of the data held by the Kent Pension Fund.

Main duties and responsibilities:

1. Support the Team Managers in managing the workload of the team to ensure internal timescales are met, all statutory regulations are adhered to, and deadlines met.
2. Support and deputise for the Team Manager in supervising and supporting team members in their day to day work in order to maintain a high level of service provision. Act as first point of management contact for complex team queries to provide professional advice, and take complex decisions with full awareness of the wider impact of these choices.
3. Liaise with the other Team Managers, Deputies and other departments within KCC to ensure that all resources are used to complete the section's objectives, Key Performance Indicators and provide good customer service. As well as helping deliver a best-in-class service
4. Lead meetings, deputising team meetings when a Team Manager is absent, updating the team on current and proposed developments and changes which affect the scheme. Ensure knowledge is shared amongst the team in order to maintain a high level of service provision.
5. Deputy Team Managers will be expected to provide extensive support to colleagues of

all levels and stakeholders of the scheme, leading by example and demonstrating a positive and professional attitude to their duties. Contributing to the development of team members by adopting a helpful and approachable attitude when guidance is sought regarding their daily work.

6. Manage projects and project teams dealing with specific areas of work contributing to the sections targets in order to maintain a high level of service provision. Liaise and report to the Team Managers regarding the level of resource required. Influence how these projects are run, liaising with external organisations where necessary to deliver a high level of service provision.

7. Contribute to the development of the section. Provide training, assist in the development and review of processes following legislation change. Assist in ensuring effective and efficient procedures are maintained.

8. Keep abreast of relevant legislation changes as appropriate in order to ensure compliance with statutory requirements and support staff in their development and knowledge of the scheme. Be proactive in developing knowledge by undertaking external and internal training.

9. Support the Team Managers in the recruitment and induction process for new members of the team, undertaking the appropriate mandatory recruitment training and adopting a positive and open approach to diversity and inclusion.

10. Liaise regularly with the management team and team members, identifying areas for improvement and delivering solutions.

11. To undertake any other ad hoc responsibilities aligned with the overall purpose and grade of the role.

12. Provide training, support, and guidance to Employers on the implementation of new technology and systems to enable the Pension Scheme to be administered more efficiently.

13. Report, review, maintain and improve the quality of the data held by the Kent Pension Fund. Suggest improvements to processes to capture data to ensure the accuracy of the information held.

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: *Pensions Engagement and Engagement Deputy 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	<ul style="list-style-type: none">• Educated to Level 4 Diploma, or equivalent.• Certificate in Pension Administration (CIPP) or equivalent and/or proven higher level operational experience.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in Pension Administration• Experience of organising and managing priorities to tight Deadlines• Experience of problem solving• Experience of delivering service excellence to customers, with the ability to provide information and advice in a sensitive and understanding manner.
SKILLS AND ABILITIES	<ul style="list-style-type: none">• A positive individual who engages well with colleagues, fosters excellent team spirit and is able to demonstrate personal resilience when working in an environment of pressure and constant change.• Have excellent communication skills, verbally and in writing.• Strong interpersonal, influencing and negotiating skills and experience.• Well organised and capable of meeting deadlines• Problem solving abilities and complex decision making.• Excellent accuracy, numeracy, and calculation skills• Commitment to equalities and the promotion of diversity in all aspects of working.• Understand the impact of advice given to employers and other stake holders• Ability to analyse and interpret complex data reported from the systems.
KNOWLEDGE	<ul style="list-style-type: none">• Knowledge of Microsoft Office applications including Outlook, Word, Excel, Teams and PowerPoint.• Knowledge of Pensions administration software system Altair or equivalent.• Proven knowledge of the Local Government Pension Scheme.

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>External Focused – Residents, families and communities at the heart of decision making</p>
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