Kent County Council
Job Description: Senior Pensions Administrator

Directorate:	**Chief Executive's Department**
Unit/Section:	**Finance Division / Pensions**
Grade:	**KSF**
Responsible to:	**Pensions Team Manager**

Purpose of the Job:

The Kent Pension Fund provides high quality financial services, ensuring the correct calculation of pension benefits. This role plays a key role in the provision of pension administration services to external and internal customers. The Kent Pension Fund (Pensions Administration) consists of a variety of different work teams. This post will require undertaking complex work across all teams and subjects. A Senior Pensions Administrator will be expected to provide best in class customer service to all members of the Kent Pension Fund, colleagues within the Council and external customers of the Fund. Senior Pension Administrators will produce quality, right-first-time communications measured against our key performance indicators and statutory obligations via letter, telephone and email. Senior Pension Administrators undertake complex pension administration tasks regarding the benefits payable from the Kent Pension Fund and independently resolve technical queries relating to these benefits to our members and stakeholders. Senior Pension Administrators will be expected to provide detailed support to their peers, leading by example and demonstrating a positive can-do attitude to their duties.

Main duties and responsibilities:

1. Undertake all aspects of high-level pension administration duties for the team, including the checking of colleague's work, in respect of benefits payable from the Kent Pension Fund. Accurately handle complex customer enquiries effectively across a number of different services via telephone, email and written response using proven highly developed technical, communication and analytical skills.

2. Deal sensitively and manage a wide range of challenging situations with customers and peers. Proactively identify issues and provide support to colleagues.

3. Process sensitive data. Update systems utilised by the Kent Pension Fund and proactively identify and resolve issues with data. Liaise with a diverse range of customers in a friendly, professional, and responsive manner. Use own judgement

to approach and solve complex problems based on proven experience and knowledge of the Local Government Pension Scheme.

4. Interpret diverse financial information and apply technical knowledge of policies and procedures to provide customers with accurate information and support to their enquiries.

5. Handle confidential and sensitive information in line with General Data Protection Regulation (GDPR) requirements.

6. Complete and monitor financial reconciliations and identify and resolve discrepancies.

7. Full understanding of historical and current Local Government Pension Regulations, as well as over-riding legislation and the effect that these have on calculations. Ability to use this knowledge to effectively communicate complex information to individuals with all levels of understanding.

8. Provide training, guidance and advice to Pension Administrators and peers.

9. Use highly developed, proven specialist knowledge and experience of the Scheme and working practices to make suggestions that support a continuous improvement culture within the section.

10. Adopting a proactive approach to your own development. Willingness to undertake professional qualifications or further higher-level training.

11. 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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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 Level 3 Diploma/A-Level including minimum GCSE level 4 in English and mathematics or equivalent and/or proven ability to deliver the requirements of the role. • Certificate in Pension Administration (CIPP) or equivalent and/or proven higher level operational experience.
EXPERIENCE	• Proven experience of working in pensions administration and undertaking complex casework. • Experience of delivering best-in-class service to customers and colleagues. High-level communication skills, demonstrating the ability to provide and translate complex information and advice in a sensitive and understanding manner over the phone and in writing. • Experience of working effectively as part of a team and independently, using own initiative, including working alongside partner-organisations. • Experience of using a computerised pensions administration system to a high level e.g. Altair, including task management and document imaging.
SKILLS AND ABILITIES	• Ability to communicate effectively and professionally with members and stakeholders of the Kent Pension Fund. Respond to complex queries and provide detailed advice including the use of specialist terminology relevant to the role. • A positive individual who engages well with colleagues and fosters excellent team spirit. • Able to travel into the office when required. Willing and available to work flexibly across the opening hours of the service according to changing demand. • Work on own initiative and as part of a team. Provide high level support and guidance, share knowledge and experience with colleagues. • Ability to deliver a right first-time approach to work in a target led environment. • Demonstrate personal resilience when working in an environment of constant change and supporting the development of peers. • Ability to sensitively manage challenging situations and

	support colleagues with difficult conversations with scheme members and stakeholders. • Ability to build rapport and trust with a diverse range of customers and stakeholders in a professional manner. • Ability to prioritise, be flexible and manage workloads to meet targets, and respond effectively to fast-paced transformation. • Confidence to challenge existing ways of working and suggest ideas for improvement, using knowledge and extensive experience.
KNOWLEDGE	• Awareness of the role of Kent County Council within Local Government and in-depth knowledge of the Kent Pension Fund. • Detailed knowledge of Microsoft applications including Word, Excel, Teams and Outlook (or equivalent), Pensions administration systems, such as Altair. • High-level knowledge of pensions administration and a comprehensive understanding of the regulations in respect of the Local Government Pension Scheme. Willingness to undertake further professional training. • Knowledge of the General Data Protection Regulation (GDPR) and information handling and sharing.
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.