

# Kent County Council

## Job Description: *Communication and Support Officer*

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<b>Directorate:</b>	<b>Chief Executive's Department</b>
<b>Unit/Section:</b>	<b>Finance Division / Pensions</b>
<b>Location:</b>	<b>Maidstone</b>
<b>Grade:</b>	<b>KR8</b>
<b>Responsible to:</b>	<b>Communication &amp; Support Team Manager</b>

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

To improve the effectiveness of the Kent Pension Fund by promoting and facilitating effective communications and relationships between the Kent Pension Fund, its scheme employers, members, media, and other stakeholders.

### **Main Duties and Responsibilities:**

1. Provide support to the Team Managers and the Communication and Support Lead Manager in developing and encouraging good working relationships and working practices with all employers in the Kent Pension Fund.
2. Provide advice, information, training, and on-site visits, where necessary, to increase the awareness of scheme membership and the information and data required from employers in order to administer the pension schemes.
3. Monitor the performance of employers against the Administration Strategy and coordinate the communication of employer related issues within the department.
4. Act as the first point of contact for employers' enquiries via telephone and email.
5. Provide support to the various Consultants and Administration Teams within the Pensions Section with specific pieces of work, projects, and training, managing small projects as required, to help ensure successful project outcomes.
6. Promote and aid in developing communications between the Kent Pension Fund and its' various stakeholders including an interactive website, webinars and newsletters.
7. Facilitate a framework for dealing with all activity relating to new employers joining the Pension Fund and for exiting employers.
8. Provide training to employers where necessary on the implications of changes to legislation or procedures.
9. Undertake, as required, the completion of annual and triennial exercises and statistical returns relating to the administration of the Kent Pension Fund.
10. Facilitate the collection of stakeholder feedback using various methods, including user group meetings and surveys.

11. Make and encourage suggestions towards a continuous improvement culture within the team, adopting a proactive approach to own development and supporting the development of others to create a continual learning environment for all.
12. Contribute to the development and maintenance of new processes to be used in the administration of the Local Government Pension Scheme following legislation change to ensure effective and efficient procedures are maintained.
13. Provide training, support, and guidance to Employers on the implementation of new technology to enable the Pension Scheme to be administered more efficiently.
14. Provide training for other members of the team as required.
15. Maintain knowledge of all pensions law and legislation and be proactive in personal development by undertaking further management training and/or pension qualifications.

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: *Communication and Support Officer*

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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>• Maths and English GCSE grade C or equivalent.</li><li>• Working towards, or having obtained, CIPP Certificate in Pensions Administration or equivalent.</li><li>• and/or</li><li>• Proven ability to deliver requirements of the post.</li></ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"><li>• Experience of working in an administrative environment and organizing and managing priorities to tight deadlines.</li><li>• Experience of delivering training and presenting to large audiences.</li></ul>
<b>SKILLS AND ABILITIES</b>	<ul style="list-style-type: none"><li>• Ability to understand and interpret policy and legislation to solve complex issues.</li><li>• Excellent accuracy, numeracy, and calculation skills.</li><li>• Ability to organize and prioritize personal workload.</li><li>• Ability to work effectively with a range of customers, staff and managers with tact, diplomacy, and professionalism.</li><li>• Have excellent communication and presentation skills.</li><li>• Commitment to equalities and the promotion of diversity in all aspects of working.</li><li>• Ability to travel to meet the requirements of the service.</li></ul>

<p><b>KNOWLEDGE</b></p>	<ul style="list-style-type: none"> <li>• Knowledge of Microsoft Office applications including Outlook, Word, Excel, Publisher, Access, and PowerPoint.</li> <li>• Knowledge of Pensions administration software system Altair.</li> <li>• Knowledge of the Local Government and Police Pension Schemes.</li> <li>• Awareness of Data Protection and confidentiality issues.</li> <li>• Awareness of and work within national legislation and authority policies and procedures relating to health and safety.</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> <ul style="list-style-type: none"> <li>• <b>Flexible/agile</b> - willing to take (calculated) risks and want people that are flexible and agile.</li> <li>• <b>Curious</b> - constantly learning and evolving.</li> <li>• <b>Compassionate and Inclusive</b> - compassionate, understanding and respectful to all.</li> <li>• <b>Working Together</b> - building and delivering for the best interests of Kent.</li> <li>• <b>Empowering</b> - Our people take accountability for their decisions and actions.</li> <li>• <b>Externally Focused</b> - Residents, families and communities at the heart of decision making.</li> </ul>