

Kent County Council

Job Description: *Technical Compliance and Training Consultant*

Directorate: Chief Executive's Department
Unit/Section: Finance / Pensions
Grade: KR11
Responsible to: Technical and Compliance Lead Manager

Purpose of the Job:

To interpret and advise on pension regulations and overriding legislation to deliver accurate financial pensions administration. Implement policies and procedures to ensure the provision of a first-class service.

Provide support and guidance to pension scheme members, scheme employers and pensions section staff on complex cases, using problem solving qualities to find effective ways to resolve issues and ensuring internal processes are robust.

The role requires the management of the team of Training Officers and the Technical Officer, including responsibility for the learning and professional development of the section's entire workforce to provide high quality financial pensions administration.

Main duties and responsibilities:

1. Provide advice and information in respect of all technical issues, legislative and statutory changes with regard to the financial administration of the pension scheme.
2. Maintain and develop knowledge of relevant legislation and policy changes, cascading information to colleagues as appropriate. Implement regulatory and statutory changes making sure these are communicated to senior management and identifying any impact on processes, budgeting, wider legislation and fund policies. Communicate these changes clearly and comprehensively to scheme employers, scheme members and pension section staff on multiple platforms.
Give direction to senior management to ensure the Pension Section's website is statutorily correct.
3. Review, develop and implement changes within the word integration and workflow platforms in the pensions software system, internal procedure notes and guidance across the Kent Pension Fund website. Ensure all written communications are compliant with pension legislation and overriding legislative requirements.

4. Challenge, review and manage processes and procedures in order to improve and enhance the delivery of our statutory requirements. Use a data driven approach to assist with a continuous improvement culture.
5. Manage the Training Officers and Technical Officer, providing support and expertise. Identify their training and development needs to ensure their professional development.
6. Liaise with managers and training officers on a regular basis to identify training and development needs of all staff. Develop and maintain a training and development plan based on business and individual's needs. Liaise with managers to ensure staff are supported in their professional qualifications. Review the success of the training plan, using accuracy and efficiency data and advise on improvements to the training process.
7. Collaborate on methods for solving specific training problems/needs, to be delivered either on a one-to-one basis or in groups. Oversee the booking of staff on external courses, including training in recognised pension qualifications, to contribute to the gaining of specialised experience that pensions requires. Evaluate all training programmes.
8. Ensure attendance on behalf of the section at all technical briefings to ensure the section maintains a high standard of understanding and awareness of the framework in which it must operate.

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: *Technical Compliance and Training Consultant*

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 pensions professional qualification and/or proven ability to deliver the requirements of the post.
EXPERIENCE	<ul style="list-style-type: none">• Experience of interpreting, understanding, and complying with complicated pension legislation in both oral and written medias.• Experience of delivering and evaluating training to a wide range of audience• Experience of working as part of a team to accomplish team targets and projects
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Excellent accuracy, numeracy, and calculation skills• Commitment to equalities and the promotion of diversity in all aspects of working• Ability to communicate with senior officers, external bodies and in other formal environments such as Pension Board and Pension Fund Committee• Demonstrate personal resilience when working in an environment of pressure and constant change• Ability to sensitively manage challenging situations and difficult conversations while maintaining confidentiality at all times• Highly motivated with the ability to work on own initiative whilst motivating others

<p>KNOWLEDGE</p>	<ul style="list-style-type: none"> • Knowledge of Microsoft Office applications including Outlook, Word, Excel, Publisher, Access and Powerpoint • Knowledge of a pensions administration software system e.g. Altair • Extensive knowledge of the Local Government Pension Scheme regulations and the regulatory framework around pensions
	<ul style="list-style-type: none"> • Detailed knowledge and understanding of the General Data Protection Regulation (GDPR).
<p>KENT VALUES AND CULTURAL ATTRIBUTES</p>	<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> <ul style="list-style-type: none"> • 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.