

Kent County Council

Job Description: Pensions Engagement and Systems Assistant

Directorate:	Chief Executive's Department
Unit/Section:	Finance Division / Pensions
Location:	Maidstone (Invicta House)
Grade:	KSD
Responsible to:	Pensions Engagement and Systems 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 part in the provision of pension administrative support to external and internal customers.

Pensions Engagement and Systems Assistants should provide a high-class, right first-time customer service to all types of members of the Kent Pension Fund, colleagues within the Council and external customers of the Fund, handling customer enquires over the telephone, internet, or email, giving information and resolving queries.

Main duties and responsibilities:

1. When required act as first point of contact for the team, handling customer enquiries effectively across a number of different services (internal, member and employer) via email, written response and telephone using highly developed communication and analytical skills. Deal sensitively and manage challenging situations with customers.
 2. Produce high quality work and check tasks completed by other Pensions Engagement and Systems Assistants to maintain a 'right first time' approach, minimise errors and ultimately ensure accuracy of information.
 3. Process sensitive data. Update systems utilised by the Kent Pension Fund. Function and liaise with a diverse range of customers in a friendly, professional, and responsive manner.
 4. Interpret diverse and complex information and provide customers with up-to-date information and accurate support to their enquiries, using data, systems, and knowledge.
 5. Handle confidential and sensitive information in line with General Data Protection Regulation (GDPR) requirements.
 6. Complete reconciliations and identify discrepancies.
 7. Contribute towards the success of the Kent Pension Fund function by working towards individual and team targets, and any relevant deadlines, while maintaining
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an accurate, efficient, and consistent method of working. Managing own workload to deal with competing deadlines over multiple projects.

8. Provide training, guidance and advice to other Pension Engagement and Support Assistants. Assist with the training of employers and members via webinars and face to face.

9. Make suggestions that support a continuous improvement culture within the section, adopting a proactive approach to your own development.

10. Contribute to the development and maintenance of new processes to be used in the administration of the pension scheme to ensure effective and efficient procedures are maintained.

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 minimum GCSE level 4 in English and mathematics or equivalent.
EXPERIENCE	• Experience of working with basic financial tasks. • Experience of delivering service excellence to customers, with the ability to provide information and advice in a sensitive and understanding manner. • Office administration experience including drafting high quality business correspondence. • Experience of working within a team.
SKILLS AND ABILITIES	• 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 support and guidance, share experiences 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. • Able to effectively manage customer enquiries, adapting communication style as required. • Ability to sensitively manage challenging situations and difficult conversations, build rapport and trust with a diverse range of customers in a professional manner. • Ability to prioritise, be flexible and arrange workloads to meet targets, and respond effectively to fast paced transformation. • Confidence to challenge existing ways of working and suggest ideas for improvement.

KNOWLEDGE	• Awareness of Kent County Council and awareness of the role of the Kent Pension Fund within Local Government. • Working knowledge of Microsoft applications including Outlook, Word, Teams and Excel (or equivalent). • A willingness to learn about the regulations in respect of the Local Government Pension Scheme and undertake associated internal and external training. • Awareness 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.