

Directorate:	Chief Executive's Department
Division/Section:	Finance / Pensions and Treasury
Grade:	KR10
Responsible to:	Pensions Manager

Purpose of the Job:

To manage and lead a team of pension scheme administrators responsible for the administration of the relevant pension schemes dealt with by the pensions section. Assist staff in the procedures and processes used to administer the schemes and understanding of the regulations governing the various pension schemes.

Main duties and responsibilities:

1. Manage a team of staff and provide support and expertise. Identify training and development needs to ensure professional development and the provision of a high quality service.
2. Manage the workload of the team using the internal workflow management tool to ensure the relevant Key Performance Indicators are met, all statutory regulations are adhered to, and deadlines met.
3. Liaise with the other team managers and work collaboratively with them to ensure the best use of resources to complete the section's targets, Key Performance Indicators and provide good customer service.
4. Lead on projects with regard to pension scheme administration as directed by the Pensions Manager or the Pensions Administration Performance and Operations Manager from time to time.
5. Lead regular team meetings, updating the team on current and proposed developments and changes to the administration of the schemes to ensure knowledge is shared with those administering the schemes in order to maintain a high level of service provision.
6. Liaise and communicate with the Pensions Administration Performance and Operations Manager and the Pension Systems Consultant to ensure all areas of

the section's workloads are managed and completed in order to maintain a high level of service provision.

7. Engage with and build positive relationships with customers to ensure that their requirements are at the centre of the design and delivery of services
8. Make and encourage suggestions towards a continuous improvement culture within the section, adopting a proactive approach to your own development and supporting the development of others to create a continual learning environment for all.
9. Contribute to the development and maintenance of new processes to be used in the administration of the pension schemes administered by the Pensions Section following legislation change to ensure effective and efficient procedures are maintained.
10. Keep abreast of relevant legislation changes and be responsible for cascading information as appropriate in order to ensure compliance with statutory requirements.

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.

Kent County Council

Person Specification: *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 Second stage Level 4-5 Diploma 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 operational management• Experience of organizing and managing priorities to tight deadlines• Experience of performance management
SKILLS AND ABILITIES	<ul style="list-style-type: none">• Have excellent communication skills, verbally and in writing• Strong interpersonal, influencing and negotiating skills and experience• Well organized and capable of meeting deadlines• Problem solving abilities• Excellent accuracy, numeracy and calculation skills• Commitment to equalities and the promotion of diversity in all aspects of working

KNOWLEDGE	<ul style="list-style-type: none"> • Knowledge of Microsoft Office applications including Outlook, Word, Excel, Publisher, Access and Powerpoint • Knowledge of Pensions administration software system Altair • Knowledge of the Local Government Pension Schemes
	<ul style="list-style-type: none"> • Awareness of Data Protection (GDPR) and confidentiality issues • Awareness of and work within national legislation and authority policies and procedures relating to health and safety
BEHAVIOURS	<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>Externally Focused - Residents, families and communities at the heart of decision making</p>