

Directorate: Chief Executive's Department
Unit/Section: Finance / Pensions
Grade: KR5
Responsible to: Pensions Team Manager

Purpose of the Job:

To provide an administrative support service to the Management team, Administration and Communication and Support teams within the Pension Administration section, together with dealing with aspects of pension scheme administration for all schemes administered by the section.

Main duties and responsibilities:

1. Support the day to day administration of the section, including managing emails and information received in the section mail boxes
2. Provide a service to members of the pension schemes, and employers with scheme members in the pension schemes, by processing pensions administration tasks
3. Support both scheme members and employers through responding to enquiries and provision of information as required (eg. taking telephone calls, email communication, letter, etc).
4. From information received identify and create appropriate tasks on scheme member's records and correctly attach all relevant documentation
5. Complete tasks by following set procedure notes and training provided, problem solving within guidelines, with reference to others where necessary
6. Produce high quality work and check tasks completed by other Pension Assistants to maintain a 'right first time' approach, minimise errors and ultimately ensure accuracy of information
7. Provide training, guidance and advice to other Pension Assistants and to Pension Support Assistant apprentices

8. Process confidential and sensitive data, ensuring all information is kept secure
9. Make suggestions with regard to 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 schemes to ensure effective and efficient procedures are maintained

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: Pensions Assistant

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"> • Maths and English GCSE or equivalent
EXPERIENCE	<ul style="list-style-type: none"> • Experience of working within a team • Experience of dealing with customers • Office administration experience • Experience of drafting correspondence
SKILLS AND ABILITIES	<ul style="list-style-type: none"> • Attention to detail • Excellent communication skills • Ability to organise and prioritise workload to achieve deadlines • Good interpersonal skills • Computer literate with accurate keyboard skills • Good organisational skills, the ability to prioritise workload and ensure tasks are completed within deadlines • To be able to work as part of a team but also to use own initiative • Self-motivated with a desire to learn new skills
KNOWLEDGE	<ul style="list-style-type: none"> • Working knowledge of Microsoft applications including Outlook, Word and Excel (or equivalent) • Awareness of the importance of confidentiality and data security
BEHAVIOURS AND KENT VALUES	<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>
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