Kent County Council
Job Description: *Pensions Engagement and Systems Officer*

Directorate:	**Chief Executive's Department**
Unit/Section:	**Finance Division / Pensions**
Location:	**Maidstone**
Grade:	**KSF**
Responsible to:	**Pensions Engagement and Systems Team Manager**

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.

To support implementation and delivery of new systems and enhancements of existing systems (for example iConnect and MyPension Online). Maintain and improve the quality of the data held by the Kent Pension Fund.

Main Duties and Responsibilities:

- Provide support to the Pensions Engagement and Systems Team Managers and the Lead Manager in developing and encouraging good working relationships and working practices with all employers in the Kent Pension Fund.

- 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.

- Monitor the performance of employers against the Administration Strategy and coordinate the communication of employer related issues within the department.

- Act as the first point of contact for employers' enquiries via telephone and email.

- Provide support to other colleagues within the Kent Pension Fund with specific pieces of work, projects, and training, managing small projects as required, to help ensure successful project outcomes.

- Promote and aid in developing communications between the Kent Pension Fund and its' various stakeholders including an interactive website, webinars and newsletters.

- Facilitate a framework for dealing with all activities relating to new employers joining the Pension Fund and for exiting employers.

- Provide training to employers where necessary on the implications of changes to legislation or procedures.

- Undertake, as required, the completion of annual and triennial exercises and statistical returns relating to the administration of the Kent Pension Fund.

- Facilitate the collection of stakeholder feedback using various methods, including user group meetings and surveys.

- 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.

- Contribute to the development and maintenance of new processes and systems to be used in the administration of the Local Government Pension Scheme following legislation change to ensure effective and efficient procedures are maintained.

- Provide training, support, and guidance to Employers on the implementation of new technology and systems to enable the Pension Scheme to be administered more efficiently.

- Report, review, maintain and improve the quality of the data held by the Kent Pension Fund. Suggest improvements to processes to capture data to ensure the accuracy of the information held.

- Provide training for other members of the team as required.

- Maintain knowledge of all pensions law and legislation and be proactive in personal development by undertaking further management training and/or pension qualifications.

Kent County Council
Person Specification: *Pensions Engagement and Systems Officer*

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	• Maths and English GCSE grade C or equivalent. • Working towards, or having obtained, CIPP Certificate in Pensions Administration or equivalent. • and/or proven ability to deliver requirements of the post.
EXPERIENCE	• Experience of working in an administrative environment and organising and managing priorities to tight deadlines. • Experience of delivering training and presenting to large audiences.
SKILLS AND ABILITIES	• Ability to understand and interpret policy and legislation to solve complex issues. • Excellent accuracy, numeracy, and calculation skills. • Ability to organise and prioritise personal workload. • Ability to work effectively with a range of customers, staff and managers with tact, diplomacy, and professionalism. • Have excellent communication and presentation skills. • Commitment to equalities and the promotion of diversity in all aspects of working. • Ability to travel across a wide geographical area in a timely and flexible manner at various times of the day is essential. • Ability to analyse and interpret data reported from the systems.
KNOWLEDGE	• 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 Scheme. • Awareness of Data Protection and confidentiality issues. • Awareness of and work within national legislation, authority policies and procedures relating to health and safety.

| 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. |