

Kent County Council

Job Description: *Pensions Deputy Team Manager*

Directorate:	Chief Executive's Department
Unit/Section:	Finance Division / Pensions
Grade:	KSH
Responsible to:	Pensions 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 lead role in the provision of pension administration services to external and internal customers to enable the team to deliver a best-in-class customer service. The Kent Pension Fund (Pensions Administration) consists of a variety of different work teams.

The Deputy Team Manager is expected to support and deputise for the Manager in leading a team responsible for the administration of the Local Government Pension Scheme. This involves staff support, policy interpretation to take on an expert advisory role with regards to solving higher level issues and management decision making, and workload management to ensure that Key Performance Indicators are adhered to, and high standards are maintained.

Main duties and responsibilities:

- Support the Team Managers in managing the workload of the section. Use the internal workflow management system and participate in short-, medium- and longer-term planning to ensure that relevant Key Performance Indicators and statutory deadlines are met, while ensuring all statutory regulations are adhered to.
- Liaise with the other Team Managers and Deputies by working collaboratively to ensure that all team resources are managed effectively to complete the section's objectives and deliver a best-in-class service to our customers and stakeholders.
- Act as first point of management contact for complex administrator queries to provide professional advice on casework and take complex decisions within the pensions administration field with full awareness of the wider impact of these choices.
- Lead meetings, chairing team manager and deputy meetings on a rota basis. Work with the Team Managers to set the monthly team meeting agendas, helping to influence the message being delivered across the section. Deputising team meetings when the manager is absent, updating the team on current and proposed developments and changes to the administration of the

scheme. Ensure knowledge is shared with those administering the scheme in order to maintain a high level of service provision.

- Deputy Team Managers will be expected to provide extensive support to colleagues of all levels, leading by example and demonstrating a positive and professional attitude to their duties. Contributing to the development of team members by adopting a helpful and approachable attitude when guidance is sought regarding their daily work.
- Liaise regularly with the management team. Identify areas for improvement, potential training or team member issues, policy or process issues using highly developed proven knowledge and experience of the scheme. Raise these with the appropriate team managers and propose solutions demonstrating a full understanding of the wider implications across the section thus contributing to the continuous development of the section.
- Oversee projects or teams dealing with specific areas of work. Influence and inform how these projects are run, liaising with external organisations where necessary to deliver a high level of service provision.
- Keep abreast of relevant legislation changes as appropriate in order to ensure compliance with statutory requirements, and support staff in their development and knowledge of the scheme. Be proactive in developing knowledge by undertaking external and internal training.
- Support the Team Managers and wider management team in the recruitment and Induction process for new members of the team. Undertaking the appropriate mandatory recruitment training and adopting a positive and open approach to diversity and inclusion.
- 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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Person Specification: *Pensions Deputy 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 Level 4 Diploma or equivalent.• Certificate in Pension Administration (CIPP) or equivalent and/or proven higher level operational experience.
EXPERIENCE	<ul style="list-style-type: none">• Experience of working in Pension Administration.• Experience of organizing and managing priorities to tight deadlines• Experience of problem solving
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, Teams, and PowerPoint• Knowledge of Pensions Administration software system Altair or Equivalent.• Proven Knowledge of the Local Government Pension Scheme
KENT VALUES AND CULTURAL ATTRIBUTES	<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</p>

	decisions and actions Externally Focused - Residents, families and communities at the heart of decision making
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