

## Kent County Council

### Job Description : Pensions Administrator

**Directorate:** Strategic and Corporate Service

**Division/Section:** Pensions Administration, Pensions & Treasury Service

**Grade:** KR6

**Responsible to:** Pensions Team Manager

#### **Purpose of the Job:**

To provide a quality, accurate and timely administrative service regarding the pension schemes administered by the Pensions Administration section in line with the section's key performance indicators, service level agreements and statutory obligations. Provide communications and information for scheme members and employers with scheme members in the Pension Fund.

#### **Main duties and responsibilities:**

- Provide a service to members of the pension schemes, and employers with scheme members in the pension schemes, by handling all aspects of medium and high level pensions administration tasks
- Provide an excellent customer service to scheme members and scheme employers by providing responses to enquires and information via telephone, email, written responses and face to face meetings.
- Complete tasks by following set procedure notes and training provided, using own judgement to approach and solve problems based on experience of similar situations, with reference to others where necessary.
- Maintain a 'right first time' approach to minimise errors and to produce high quality work and check tasks completed by others to ensure accuracy of information
- Provide training, guidance and advice to Pension Assistants and other Pension Administrators
- Plan to deal with own workload to ensure key performance indicators, service level agreements and statutory obligations are adhered to
- Use highly developed technical, communication and practical skills to deliver the role
- Process confidential and sensitive data, ensuring all information is kept secure
- Make suggestions with regard to a continuous improvement culture within the section, adopting a proactive approach to your own development

- 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 his/her 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 Administrator

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.

	<b>CRITERIA</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Maths and English GCSE or equivalent</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working in an office administration/customer service environment.</li> <li>• Experience of using a computerised administration system.</li> <li>• Experience of working within a team</li> <li>• Experience of dealing with people face to face or over the telephone</li> </ul>
<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative</li> <li>• Attention to detail</li> <li>• Good time management skills</li> <li>• Good communication skills, verbal and written</li> <li>• Professional approach</li> <li>• The ability to converse at ease with key stakeholders, answer questions and provide information and guidance</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• A willingness to learn about the regulations in respect of the Local Government and Police Pension schemes.</li> <li>• Working knowledge of Microsoft applications including Word, Excel and Outlook (or equivalent)</li> </ul>
<b>Behaviours</b>	<p>Kent Values:</p> <ul style="list-style-type: none"> <li>• We are brave. We do the right thing, we accept and offer challenge</li> <li>• We are curious to innovate and improve</li> <li>• We are compassionate, understanding and respectful to all</li> <li>• We are strong together by sharing knowledge</li> <li>• We are all responsible for the difference we make</li> </ul> <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> <p>And exhibit the Finance behaviours of:</p> <ul style="list-style-type: none"><li>• Make it happen</li><li>• Commercial Perspective</li><li>• Water for growth</li><li>• Break the barriers</li></ul>
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