



JOB TITLE:	Pensions Officer		
GRADE:	G8	SERVICE AREA:	HR, OD & ABS
JOB CODE:	RT497PENSG8		
REPORTS TO:	Payroll & Pensions Manager	LOCATION:	Civic Centre
SPECIAL CONDITIONS:	Working outside of standard office hours may occasionally be required which could include overtime and weekend working.		

1. Main purpose of the job role:

To contribute to the delivery of a pro-active, progressive, innovative and customer-focused pension service, mainly concentrating on the legislative and administration procedures that are required in relation to pension related matters.

2. Role specific duties and accountabilities:

1. To ensure that all pension administration functions are of a high standard and quality in terms of adhering to Council procedures and audit requirements.
2. To provide a high quality customer service for employees, managers, Head Teachers and contract customers which are solution focused and continuously improved.
3. To provide an accurate service to the Council in terms of all aspects of pensions guidance and administration.
4. To provide advice and guidance to employees, managers, Head teachers and contract customers regarding pension regulations both current and future.
5. To provide accessible, accurate and reliable monitoring information in a timely and efficient manner, ensuring the production of useful intelligence to support continuous improvement of services.
6. Monthly and yearly reconciliation and submission of all information to the pension funds.
7. To provide an accurate and informative service to the Council, schools and outside bodies in terms of all pension administration.
8. To ensure that the Council is compliant with regard to pension legislation including the yearly pension policy reviews.

9. To provide appropriate cover for the Senior Payroll Officer during periods of their absence in terms of BACS submission.
10. To provide appropriate cover for the Payrolls and Pensions Manager in respect of pensions.
11. Adhere to the security, confidentiality and accuracy of Council records and information systems with due regard to legislation, Council policy and procedures.
12. To adhere to all audit and legislative requirements at all times. This will include co-ordinating internal and external audits of the Authority's Pensions Scheme records thus ensuring that evidence of the Council's pension processes and supporting corroborative financial evidence is available for scrutiny.
13. Responsible for the monthly assessment of workforce and Auto Enrolment process across Walsall and contract payrolls, ensuring that they remain compliant with Auto Enrolment Legislation.
14. To maintain an up to date knowledge and contribute to the changing procedures which are required in terms of changing legislation, Council Policies and procedures, Financial Regulations, standing orders and service operating instructions and ensuring their consistent application.
15. Attendance and active participation at HR and service area meetings as required by the nature of the role. This will include the compilation and delivery of presentations.
16. Any other duties commensurate with the grade, in consultation with the employee and in accordance with the provisions of relevant employment legislation.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within their areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the postholder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.
- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours:		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills:		
Possess effective IT skills to enable the use of the Council's HR Management solution accurately and to its full potential.	A/I	3
Ability to provide accurate monitoring information in formats that are customer friendly.	A/I	3
Ability to build effective working relationships with customers and outside partners.	A/I	3
To maintain high levels of personal integrity and confidentiality within a politically sensitive environment.	A/I	3
Able to work to tight and often conflicting deadlines in a professional and confident manner.	A/I	2
Ability to provide an accurate, streamlined and timely pension reconciliation service and preparation of monthly and yearly returns.	A/I	3
Ability to think independently and proactively to identify the real issues behind problems and offer solutions.	A/I	2
Ability to work collaboratively with other team members and members of HR to ensure that HR is regarded in high esteem in the Council.	A/I	3
Ability to work on own initiative as well as in consultation with senior managers in a positive and harmonious manner.	A/I	3
Understanding of the challenges facing local government.	A/I	2

Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.			
Possess a working knowledge of pension legislation, processes and best practice.		A/I	3
Experience of working with HR Management Systems in relation to pensions.		A/I	3
Experience of working within a political organisation.		A/I	2
Evidence of continuous professional development (where applicable)		A/I	3
Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
Diploma in Pensions Administration (Level 4) or have an equivalent level of experience and knowledge of administering a public sector pension scheme in a payrolls and pensions environment.		A	
Other Essential Requirements			
An awareness of, and commitment to, equality of opportunity		I	2
Awareness of, and commitment to, confidentiality and handling data		I	3
Prepared by:		Date:	
Julie McMahon		13/08/2024 Amended 14/11/2024	