



Job Summary Overview

Job title	Member Services Manager
Career family	
Professional pathway	Finance, Commercial and Pensions
Career family level	
Grade	14
Reports to	Strategic Manager - Pension Operations
Financial responsibility	Supports the Strategic Manager - Pension Operations in delivering the administration budget through effective planning and control of systems-related expenditure.
Supervisory responsibility	Eight/Nine direct reports along with joint overall performance responsibility for all the Member Services Team circa 25 team members
Reference number	

Job Summary

The Member Services Manager leads the pensions operations function for Oxfordshire Pension Fund, ensuring accurate, timely and scheme member-focused delivery of the Local Government Pension Scheme (LGPS). The role is front facing with the 85,000 scheme members. Reporting to the Strategic Manager - Pension Operations, the postholder directly manages Eight/Nine and has joint overall performance management responsibility for the wider team comprising twenty-five members of staff.

The role is responsible for translating complex LGPS regulations and related pensions legislation into effective operational practice, while maintaining high standards of data quality, compliance and service performance across a high-volume workload. Working as part of the Pension Services management team, the postholder contributes to business planning, leads service-wide administration projects, and acts as the senior escalation point for complex member and operational issues.

Key Responsibilities and Deliverables

- Lead, manage and develop the Member Services Team (comprising twenty five staff), setting clear objectives in line with the overall fund business plan, ensuring workloads, priorities and resources are planned and coordinated to meet statutory deadlines and the Fund's administration targets
- Oversee coaching and performance management activities for the team and consider succession planning and workforce requirements in line with the Fund's strategic objectives.
- Act as the senior operational expert for the LGPS, interpreting complex regulations and guidance and converting these into clear procedures, work instructions and training for staff.



- Work strategically and collaboratively with the Strategic Manager - Pension Operations and other pension services managers across the Fund to coordinate activities, share insights and resolve issues, ensuring a consistent high-quality outcome for members and other stakeholders.
- Lead the resolution of escalated and non-standard member cases and complaints, including those involving sensitive, complex or disputed matters, ensuring decisions are well-evidenced, compliant and clearly communicated to members and/or their representatives.
- Develop and maintain strategic and effective working relationships with scheme employers, third-party payroll providers and other stakeholders, providing advice on scheme operations, data requirements and administration processes, and challenging non-compliance where necessary.
- Use workflow and administration systems to monitor, analyse and report on team performance, workloads and backlogs, identify trends and risks, implement corrective actions to maintain or improve service levels and make recommendations to senior management for reporting to Pension Fund Committee and Board.
- Plan, lead and deliver complex projects and annual exercises related to pension administration (e.g. bulk calculations, regulatory changes), working collaboratively with the Systems Team and Employer Services Team to ensure end-to-end delivery.
- Lead the design, documentation and continuous improvement of administration processes within the Member Services Team, ensuring they are efficient, risk assessed, auditable and aligned with the Fund's Administration Strategy and related policies.
- Ensure robust controls are in place for the integrity, security and confidentiality of member data, including compliance with GDPR and internal information governance policies, and act as the first point of contact for administration-related data breaches and coordinate responses with the Council's Information Governance Team.
- Contribute to the wider Pension Services business plan, risk management and reporting by providing expert input on benefits operations, including the impact of legislative changes, system developments and employer changes on resources, processes and member communications.
- Represent the Member Services Team at internal and external meetings, user groups and training events, sharing learning with the team and promoting a consistent, high-quality service to all members and employers.
- Undertake any other duties consistent with the purpose and level of the role, as agreed with the Strategic Manager - Pension Operations as required

Specific requirements

Essential
Mark with
✓

Desirable
Mark with
✓



Educated to A Level (or equivalent), with GCSE passes in English and Mathematics, or an equivalent pension related qualification.	✓	
Degree level qualification (or equivalent), including relevant pension qualification (e.g. IPPM/CIPP or equivalent).		✓
Significant experience of working in an LGPS fund or similar pensions environment, with high level technical knowledge and understanding of the regulatory provisions of the scheme and other related legislation.	✓	
Extensive knowledge of the LGPS, the Pensions Regulator's General Code of Practice, Finance Acts, disclosure legislation and other related legislation.	✓	
Effective people-management and leadership skills, with the ability to motivate and develop staff and foster a collaborative team culture.	✓	
Excellent communication and interpersonal skills both written and verbally, and effective management of relationships with internal and external stakeholders.	✓	
Strong analytical and problem solving skills to support effective decision making along with experience of dealing with contentious or sensitive issues	✓	
Experience in leading continuous improvement and change management, including implementing changes to systems and procedures in a pensions environment and motivating others through change.	✓	
Ability to analyse complex issues and risks and make informed decisions or recommendations to Senior Managers.	✓	
Ability to interpret, present and explain complex legislation in clear and simple terms to a variety of audiences and incorporate these into working procedures.	✓	
Excellent organisational skills and the ability to plan and prioritise own workload and that of the team to meet statutory timescales and business objectives.	✓	
Experience of using the Altair pension software system.		✓
Ability to plan and manage projects, balancing competing priorities and demanding deadlines.		✓
Experience of budget management.		✓



Working Arrangements

- The post is not politically restricted.
- Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our Agile Working Policy
- Able to travel across the county and work from various office locations within the county.

Health and Safety at Work

All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.

The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).

☐	Provision of personal care on a regular basis	☐	Driving HGV or LGV for work
☐	Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	☐	Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)
☐	Working at height/ using ladders on a regular/ repetitive basis	☒	Restricted postural change – prolonged sitting
☐	Lone working on a regular basis	☐	Restricted postural change – prolonged standing
☐	Night work	☐	Regular/repetitive bending/ squatting/ kneeling/crouching
☐	Rotating shift work	☐	Manual cleaning/ domestic duties
☐	Working on/ or near a road	☐	Regular work outdoors
☒	Significant use of computers (display screen equipment)	☐	Work with vulnerable children or vulnerable adults
☐	Undertaking repetitive tasks	☐	Working with challenging behaviours
☐	Continual telephone use (call centres)	☐	Regular work with skin irritants/ allergens
☐	Work requiring hearing protection (exposure to noise above action levels)	☐	Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
☐	Work requiring respirators or masks	☐	Work with vibrating tools/ machinery
☐	Work involving food handling	☐	Work with waste, refuse
☐	Potential exposure to blood or bodily fluids	☐	Face-to-face contact with members of the public
☐	Other (please specify):		