**Job Description**

# Section A: Job Profile

*The job profile outlines key information relating to the salary and working conditions e.g., location of a job, along with the current focus of the role and a brief description of the main duties.*

## Job Details

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| Job Title: | Pensions Administrator |
| Salary: | £28163 - £30060 |
| Grade: | 7/8 (progression to grade 8 depending on LGPS experience) |
| Hours: | 37 |
| Team: | Pension Services  |
| Service Area: | Finance  |
| Primary Location: | This role will be performed both remotely and office based for the foreseeable future. The primary office location is Kingsgate, and you will be required to attend work at this location from time to time and more regularly depending on business needs.  |
| Budget responsibility: | None |
| Responsible to: | Team Leader - Pensions |
| Responsible for: | No |
| Political Restricted Post: | No |

## Job Purpose

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| * To calculate and administer the benefits of the Local Government Pension Scheme (LGPS) and (or) Fire Service Pension Schemes in line with Scheme Regulations and other legislation.
* To ensure that data held on the pension system (Altair) is updated accurately in line with the relevant regulations, data protection legislation and good practice.
* To provide an excellent service to all members, employers, and other customers
* Develop knowledge, skills and expertise in Pension’s administration which will be the focus of your work

Full training will be provided for the right candidate |

## Job Responsibilities

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| **Generic Role Responsibilities**:* Answer customer queries via telephone, e-mail, in writing and face to face
* Update members records in line with relevant legislation
* Interpret relevant regulations and guidance to correctly administer and pay pension benefits
* Verify data received from employers and 3rd parties
* Provide support and guidance to employers and scheme members
* Deal with work of a confidential nature
* Work calmly under pressure prioritising competing demands effectively

**Pensions Administration duties**1. To have, or to develop and maintain knowledge of LGPS and (or) FPS regulations, and other related areas to carry out pension calculations.
2. To carry out automated calculations of pension benefits using the pension system (Altair) and manual calculations as required.
3. To provide scheme members and scheme employers with clear, concise, and accurate information about the provisions of the pension scheme and how these will apply in specific circumstances.
4. To review data received from scheme employers for accuracy and consistency, querying where there are anomalies. Work with existing and new scheme employers to improve the quality of data being provided.
5. To assist in the preparation of data for external bodies, for example scheme valuations, actuarial assessments, and other data requests.
6. Ensure payments made to scheme members and other bodies are accurate and timely
7. Contribute to continuous improvement by ensuring that all work is carried out in accordance with current procedures. Contribute to the review of those procedures, trialling and implementing any proposed or agreed changes.
8. Undertake any other duties and responsibilities appropriate to grade and level of responsibility.

**Leadership and Teamwork:** be an effective team member by1. Supporting the induction and training of others
2. Providing cover for colleagues during periods of absence
3. Contribute to service improvement
4. Participate in team and other meetings as required including acting as ‘champion’ for a service process, system, or development area

**General accountabilities**1. Comply with individual responsibilities for health and safety in the workplace
2. Maintain a secure, accessible, and fit for purpose work area
3. Understand and apply the principals of Data Protection to all your duties
4. Ensure that all duties and services are provided in accordance with the County Council’s standards, policies, and procedures

***The nature of this post will require flexibility to meet urgent work needs as they arise. This may entail some work outside normal office hours. The job description therefore is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the Service and in keeping with the general profile of the post.*** |

# Our Values

Our organisational values underpin everything we do and say and are supported by policies, processes and guidance. In short, our values describe ‘the way we do things here’ so that we deliver great services for our residents. Our values are:

* Always learning
* Be kind and care
* Equality and integrity in all we do
* Taking responsibility
* Daring to do it differently

Everyone that works for us demonstrates their commitment to these values. We will ask you to demonstrate your commitment to these values, and their associated behaviours, throughout the application process.

# Section B: Selection Criteria/Person Specification

This section provides a list of essential and desirable criteria that detail the skills, knowledge, behaviours, qualifications, and experience that a candidate should have to perform the job.

Each of the criteria listed below, and your commitment to our values, will be measured through the application form/CV (A) and optionally one or more of the following - a test / exercise (T), an interview (I), a presentation (P) or documentation (D). You must provide a supporting statement as part of your application which includes examples and evidence of when you have demonstrated the criteria listed below.

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| Essential Criteria | Assessed By: |
| English Language and Mathematics GCSE Grade C or above, or equivalent, or comparable ability | D |
| Experience of working to deadlines | A/I |
| Use of Microsoft Office applications, including Word, Excel and Outlook to at least a Basic level | A/I |
| Excellent customer service and able to communicate effectively by telephone, in writing, by e-mail and in person | A/I |
| Be able to undertake numerical calculations | T/I |
| Have a methodical and organised approach to tasks, with attention to detail | T/I |
| Use Initiative, be flexible and ability to handle change. Ability to work alone, as well as co-operatively as an effective team member | I |
| Able to deal with work of a confidential nature and within General Data Protection Regulations (GDPR) | A/I |
| Desirable Criteria | Assessed By: |
| IPP in Pensions Administration Qualification (or equivalent financial related qualification) | D |
| Experience of working in Administration or office environment | A/I |
| Able to interpret information and relate to regulatory provisions | T/I |
| Knowledge of Altair(Pensions Administration System) | A/I |

# Section C: Pre-employment Checks

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance, and verification of certificates. Further information can be found here [Pre-employment checks](https://www2.oxfordshire.gov.uk/cms/content/support-attending-interviews)

Additional pre-employment checks specific to this role are identified below (those ticked).

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| [ ]  | Enhanced Disclosure and Barring Service check with Children’s and Adults Barred List | [ ]  | Enhanced Disclosure and Barring Service check without [an Adult/Children’s barred list check](https://intranet.oxfordshire.gov.uk/cms/content/safer-recruitment-and-disclosure-and-barring-service-checks#enhanced-dbs-check-without-an-adult-childrens-barred-list-check) |
| [ ]  | Enhanced Disclosure and Barring Service check with Children’s Barred List | [ ]  | Enhanced Disclosure and Barring Service check with Adults Barred List |
| [ ]  | Standard Disclosure and Barring Service check | [ ]  | Basic Disclosure |
| [ ]  | Disqualification for Caring for Children (Education) | [ ]  | Overseas Criminal Record Checks |
| [ ]  | Prohibition from Teaching | [ ]  | Professional Registration |
| [ ]  | Non police personnel vetting | [ ]  | Disqualification from Caring |

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| [ ]  | Other (please specify):       |

# Section D: Working Conditions

This is a guide to the working conditions and the potential hazards and risks that may be faced by the post-holder.

## Health and Safety at Work

You are responsible for your own health, safety, and wellbeing, and undertaking health and safety duties and responsibilities for your role as specified within Oxfordshire County Councils Health and Safety Policy.

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

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| [x]  | 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 |
| [x]  | 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 | [x]  | Face-to-face contact with members of the public |

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| [ ]  | Other (please specify):       |

April 2022