



Job Summary Overview

Job title	Pensions Support Officer
Career family	
Professional pathway	Finance, Commercial and Pensions
Career family level	
Grade	8
Reports to	Member Services Manager
Financial responsibility	None
Supervisory responsibility	None
Reference number	

Job Summary

To provide high-quality administrative and customer support to the Oxfordshire Pension Fund, ensuring the efficient and accurate administration of the Local Government Pension Scheme (LGPS).

The post holder maintains and updates member and employer data on the pensions administration system (Altair), acts as a first-line contact for routine enquiries and undertakes a range of office and financial support tasks across all areas of Fund operations that enable the wider Pensions Service to operate effectively and in line with statutory and internal requirements.

Key Responsibilities and Deliverables

- Support with the maintenance of accurate member and employer records on the pensions administration system including checking and updating and data in line with procedures, legislation and data protection requirements.
- Log, scan, index and distribute incoming post and shared mailbox emails, creating and managing workflow tasks so cases are routed and progressed accurately and efficiently.
- Run standard calculations (e.g. for leavers) on Altair, following clear guidance to support pensions administration teams.
- Act as first point of contact for members, employers and third parties by telephone, email, post and face-to-face, resolving routine enquiries and escalating more complex cases to the appropriate officers.
- Record details and outcomes of enquiries and actions on Altair and other agreed systems to provide accurate audit trails.



- Provide general administrative support to all managers and colleagues on a business needs basis to enable the Pensions Service to operate efficiently and compliantly and to provide project support where required.
- Coordinate team logistics, including diary management, meeting arrangements and taking meeting minutes where required.
- Support the day-to-day running of the office by liaising with contractors, carrying out routine building, fire and health and safety checks, and escalating issues appropriately.
- Process purchase orders, invoices and routine financial transactions through the e-procurement system, maintain office supplies and keep records to support budget monitoring.
- Work collaboratively with colleagues, providing cover for other Pensions Support Officers and offering practical support to new team members under the direction of the Member Services Managers.
- Contribute to continuous improvement by following agreed procedures, suggesting practical changes and participating in training and team meetings.

Specific requirements	Essential <i>Mark with ✓</i>	Desirable <i>Mark with ✓</i>
GCSE (or equivalent) in English Language and Mathematics at Grade C / 4 or with equivalent experience in an administration or pensions role.	✓	
Confident user of Microsoft Office applications (e.g. Outlook, Word, Excel) in a work or study environment	✓	
Clear and professional communication skills, with the ability to deal effectively and empathetically with communications by telephone, email, in writing and face-to-face	✓	
Methodical and well-organised approach to tasks, with strong attention to detail when entering, checking and updating information	✓	
Demonstrates initiative, flexibility and a positive attitude to learning and managing change	✓	
Able to work independently on allocated tasks while also contributing effectively as a supportive member of a team	✓	
Understanding of the importance of handling confidential and sensitive information appropriately in line with data protection requirements.	✓	
Commitment to delivering good customer service and seeking opportunities to improve processes and ways of working	✓	



Experience of processing financial transactions (e.g. purchase orders, invoices, expenses) within established procedures		✓
Experience of entering, checking and extracting information from computerised databases or case management systems		✓
Experience of providing front-line customer service to the public or service users, in person or via telephone/email		✓
Proven experience of working to deadlines and managing a workload with competing priorities		✓

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):		