

Role profile

Job Title:	Pensions Manager	Grade:	15
Department:	Strategy & Change	Post no.:	29181
Directorate:	Workforce & OD	Location:	Perceval House

Role reports to:	Head of Schools HR Consultancy
Direct reports:	3 x Pensions Co-ordinators, 1 x Pensions Administrator
Indirect reports:	

Job description

Purpose of role

- To lead, manage and develop the pensions monitoring team, ensuring that the team deliver efficient and effective pensions services to the Council, schools and other admitted bodies, in conjunction with the outsourced pensions administrator.
- To act as subject expert for the Council on pensions issues, providing expert advice as necessary on more complex and technically demanding pensions matters.
- To monitor the performance of the outsourced pensions administrator (LPP), including service specifications and intervene where performance falls below agreed standards
- Provide high level pensions policy advice to employers, including the Council as administering authority, and to pensioners and other scheme members, all in accordance with procedures and best practice on matters relating to the LGPS and TPS.
- To manage relationships with customers of the pensions monitoring team including (council) members, pensioners and scheduled/admitted bodies
- To provide reports for and attend the member level pensions panel and pensions board meetings

Key accountabilities

- The Pensions Manager will be directly accountable to the Head of Schools HR Consultancy
- To deliver an effective and professional customer service on both the LGPS and TPS and where appropriate to agreed SLAs or KPIs

- Working flexibly to support, manage and oversee highly complex casework meeting the objectives of the Council and Directorate
- Manage staff in the team to achieve high performance alongside effective service delivery
- Develop staff within the team to support and direct their own progression and learning
- Recognise and nurture strong performance and address underperformance within the pensions team
- Keep up to date with changes to regulations and legislation and provide briefings and guidance as necessary for colleagues
- Manage and oversee highly complex casework relating to pensions, including interpretation of complex regulations, ensuring a successful conclusion within the parameters of pensions rules and regulations
- Provision of expert high-level advice on pensions matters (including administration) to the Director of Workforce and other senior level officers and members within the Council.
- Oversee the provision of advice from the pensions team to managers, employees and participating employers on the pension schemes.
- To support the pensions team in both calculating and checking estimates for retirement and redundancy
- To prepare the report detailing the performance of the outsourced provider for pensions panel, to include recommendations relating to contract terms, performance and costs. To attend the pensions panel and board meetings.
- Critically analyse, monthly, the performance of the outsourced provider and provide encouragement and challenge and seek improvements if necessary
- Contribute to the establishment of internal process and procedures to support the work of the pensions monitoring and payroll teams
- Manage the local pensions internal dispute resolution procedure
- Draft and keep under review local policies and guidance that have a pensions dimension, e.g. Pensions Policy, Discretionary Compensation Policy.
- Build strong working relations with internal colleagues and external partners whose function/s directly impacts on or is impacted by the work of the pensions monitoring team
- Responsible for the annual pensions AGM, ensuring the event is organised to meet demand
- Leading and contributing to projects, tasks and working groups requiring a pensions input. To include the development of specifications for new/amended systems that have a pensions dimension
- Research new and changing pensions regulations, attending local and national groups, events and meetings on local authority and teachers' pensions

- Lead on the provision of briefing, guidance, publications, seminars and training events relating to pensions matters
- Lead on the preparation required to meet requirements for any fund valuation exercise.
- Lead on the arrangements for any employers looking to join the fund
- Communicate effectively to all levels within the organisation, on pensions matters, including developing and delivering presentations
- Any other commensurate duty that is allocated by The Head of Schools HR Consultancy or the Director of Workforce that is appropriate to the grade and level of the post

Key performance indicators

- Developing and maintaining professional relationships with all customers
- Strong partnership working with the outsourced provider of the pensions administration service, ensuring timely and accurate services are delivered
- Demonstration of high-level understanding of the requirements of different services relating to pensions, driving forward improvements where the need is identified
- Performance measurement against agreed SLAs/KPIs
- Timely, accurate and appropriate responses to requests for information (measured through feedback, complaints etc)
- Customer satisfaction levels (measured by surveys and customer feedback)
- Outcomes from performance management process as applied to self and team
- Meeting audit requirements and operational deadlines
- Compliance with corporate standards

Key relationships (internal and external)

- Director of Workforce and Organisational Development
- Council members on relevant committees
- Local Pensions Partnership (outsourced administrator)
- Teachers Pensions
- Head of Schools HR Consultancy and other members of the HR management team
- Other team leaders and colleagues in the HR directorate
- Managers across the council
- Headteachers and other relevant schools-based staff
- Admitted bodies to the LGPS
- External bodies (such as Midland Itrent)

Authority level

- Lead on the delivery of any pensions related project, KPIs and SLAs.
- Provision of guidance and advice, as the organisations lead expert on pensions matters, to Council members, the Director of Workforce and OD, employees, managers, trade unions and pensioners
- Lead for overall performance of the pensions monitoring team

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

Please ensure when completing your application that you address the criteria set out below in the person specification section and provide examples as appropriate.

Essential knowledge, skills and abilities

1. Expert knowledge of the LGPS and TPS regulations, redundancy and compensation rules and procedures and HMRC legislation in respect of pension schemes
2. Detailed knowledge of national occupational pension scheme legislation and of pensions administration systems
3. Evidence of relevant continuing professional development (CPD)
4. Ability to be flexible and manage own workload to meet changing business demands, demonstrating resilience to meet changing demands and priorities
5. Ability to contribute to the longer-term development of the service area
6. Experience of managing a pensions team, demonstrating an effective way to performance manage a team of pensions staff
7. Track record of establishing strong business relationships with senior managers, partner bodies, service providers and other stakeholders
8. Experience of providing advice and guidance to senior staff and Council members on pension issues
9. Excellent IT skills along with the ability to manipulate and analyse reports
10. Excellent communication skills both written and verbal
11. Experience of dealing with queries and complaints and providing an input that leads to a positive and appropriate outcome
12. The ability to constructively challenge the status quo, if the required result can be achieved more efficiently and effectively in a different way

13. Ability to deliver effective and customer focussed advice and service in an operationally demanding environment
14. Experience of managing and implementing policy changes to reflect changes in legislation or regulation

Essential qualification(s) and experience

1. IPP or equivalent or the ability and willingness to acquire or relevant experience.

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
<ul style="list-style-type: none"> • Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues 	<ul style="list-style-type: none"> • Does what they say they will do on time • Is open and honest • Treats all people fairly 	<ul style="list-style-type: none"> • Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents 	<ul style="list-style-type: none"> • Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures 	<ul style="list-style-type: none"> • Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards