

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** Resources

**DIVISION:** Human Resources

**JOB TITLE:** **Senior Pensions Administrator**

**N.B:** If you have any issues printing this document please contact HR

## ROLE PROFILE

<b>Job Title:</b>	Senior Pensions Administrator
<b>Department:</b>	Resources
<b>Division:</b>	Human Resources
<b>Grade:</b>	Grade 10
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Pensions Team Leader
<b>Responsible for:</b>	N/A
<b>Role Purpose and Role Dimensions:</b>	<p>To provide day-to-day administration of the local government pension scheme within the in-house service.</p> <p>Liaison with pension administration providers and various pension payroll providers of the authority on issues concerning pensions and payroll</p>
<b>Commitment to Diversity:</b>	<p>The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.</p>
<b>Key External Contacts:</b>	<p>Local government employers Admitted and scheduled bodies of the pension fund and their payroll providers Department of communities and local government The pensions regulator The Actuary</p>
<b>Key Internal Contacts:</b>	<p>Human Resources Payroll Team Accounts Payable Financial Services All employees</p>
<b>Financial Dimensions:</b>	<p>Council Pension Fund £1.4 billion, paying 7500 pensioners,</p>

collection of contributions from 7,500 current employees, this area increasingly requires greater scrutiny

Authorising payment of lump sum pension payments up to £100K.

**Key Areas for Decision Making:**

Interpretation of historic final salary LGPS schemes and more recently the 1997 and 2008 final salary LGPS schemes.  
Interpretation of the 2014 CARE scheme  
Interpretation of the automatic enrolment legislation  
Other related legislation

Accurate calculation of entitlement to pension benefits.

Quality checking of complex cases calculated by pension administrators/other officers and authorising payment of pension benefit.

Identifying training needs from outcome of quality checking undertaken.

**Other Considerations:**

None

**Is a satisfactory disclosure and barring check required?**  
[\(click here for guidance on DBS\)](#)

No

**What level of check is required?**

**Is the post politically restricted**  
[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**  
[\(Click here for guidance on ROA \)](#)

No

## **Key Accountabilities and Result Areas:**

Process and perform quality checking of various calculations and advise on pensions matters generally

## **Key Elements:**

This will involve:

- Retirement benefits
- Death benefits
- Options available on termination of employment
- Transfer of pension rights, club schemes and private sector companies
- Request of for returns of contributions for new employees
- Provide information on the AVC scheme operated by the Council
- Estimates of scheme benefits
- Complex pension issues
- Maintaining detailed knowledge of the Local Government pension scheme and other relevant legislation;
- Interpreting complex legislation, providing technical support to the pension's team, employers and scheme members;
- Analysing and interpreting proposed, new and existing legislation and provide guidance and advice to the pensions team;

Day-to-day administration of the LGPS

This will involve:

- Calculation / quality checking / informing of:
- retirement benefits including early retirements, redundancy, ill health, flexible and estimates
- death benefits including death grants, short and long term spouses and partner benefits and children's benefits.
- Authorisation of lump sum pension payments up to £100K
- Transfers/aggregation of pension rights in and out of the LGPS
- Pension modification/pension increase and GMP cases
- Early leavers including deferred benefits, frozen refund and refund payments
- Pension sharing on divorce
- To review outstanding cases on a daily basis and allocate tasks to Pensions Administrator based on the priority of outstanding tasks/cases.

- Maintaining members pension records
- Identifying training needs and supporting the training of team members, either on a 1:1 basis or via small groups
- Assist with the recruitment of staff etc.
- Resolve more complicated issues using the regulations
- Lead/Assist with any other duties as and when allocated by the Pension Manager
- Issue annual benefits statements and scheme guides where appropriate
- Ensure that the Altair output on the above items is consistent and accurate, correct where necessary
- Calculating additional pension contributions
- Recalculation of benefits due to back dated pay awards.
- Informing members options available on termination of employment
- Pension increase
- Assist in the implementation and on-going use of employer software (currently Iconnect)
- Communicate and promote the pension scheme including annual open day, road shows and pension surgery's
- Attend employer forums/seminars etc
- Analyse and resolve issues from pension scheme members
- Assist on leading process improvements liaising with Human Resources ~~workforce~~
- Estimates of benefits and continual pensionable service to Human Resources ~~force~~

## Data Protection

- Being aware of the council's legal obligations under the Data Protection Act 2018 (the "2018 Act") and the EU General Data Protection Regulation ("GDPR") for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.
- Treating all information acquired through employment, both formally and informally, in accordance with the **Workforce Data Protection Policy**.
- There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## Health and Safety

- Being responsible for own Health & Safety, as well as that of colleagues, service users and the public.
- Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management.
- Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

This will involve:

## Contribute as an effective and collaborative team member

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

## Person Specification

<b>Job Title:</b>	Senior Pensions Administrator
<b>Essential knowledge:</b>	Detailed knowledge of the various local government pension scheme regulations and associated legislation Knowledge of local government business practice Knowledge of pay and conditions of service relevant to local government employees
<b>Essential skills and abilities:</b>	Strong numerical skills Proficiency in M S office packages Good communication skills Ability to quickly absorb complex information Ability to prioritise own and teams workload Ability to meet deadlines and targets Strong team working skills Good attention to detail Driving and delivering results Ability to read, understand and interpret complex legislation and make the appropriate decisions
<b>Essential experience:</b>	Considerable experience of working in a local government pension section In depth knowledge of Altair pensions administration software Knowledge / experience of payroll systems. Experience of dealing with client departments, employees, employers and pension scheme members
<b>Special conditions:</b>	None