

JOB DESCRIPTION

Job Title: Pensions Officer

Office: Pensions Service

Directorate: Finance

Reports to: Team Leader (Operations and Technical)

Grade: I

Location: One Angel Square, Northampton

Hours: 37

Job Purpose:

To administer a pensions caseload to high standards of accuracy and attention to detail and with the appropriate standards of customer care with the correct regulation interpretation in respect of the Local Government Pension Scheme, as well as legislation applying to associated compensation schemes and all appropriate overriding HMRC and pension legislation.

At the same time, delivering this within the context of the Shared Service environment, contributing to organisational effectiveness and efficiency, in part through providing information including financial information to existing and previous members of the various Schemes, and also to Employers to allow fully informed decisions to be made.

Respond to all enquiries by being multi-skilled in all areas of Local Government, Councillors and Compensation Pensions administration requirements.

Principal Accountabilities**Pensions Casework**

Administer a portfolio of pensions casework, incorporating a variety of casework types, to high standards of accuracy and attention to detail and in accordance with the provisions of the Local Government Pension Scheme Regulations, as well as legislation applying to associated compensation schemes and all appropriate overriding HMRC and pension. Workload may include benefit calculations, communications, data input and validation, and checking of colleague's casework. **40%**

Workflow system

Ensure incoming casework is correctly logged onto workflow system (using Altair) and allocated according to team priorities, ensuring good customer care, is maintained, in particular keeping the member informed of progress while ensuring that all casework is processed in line with the agreed processes, SLA/administration strategy and relevant legislation and that appropriate audit trails are complied with. **20%**

Casework & Records Check

Check information from a variety of sources, e.g. employers, HR & Payroll, HMRC and update records, ensuring the data is accurate. To check accuracy of record checks, regulation interpretation and calculations carried out by other Pensions Staff commensurate to team specialism and continually review accuracy to ensure comprehensive and effective understanding. **20%**

Advice and Information

Provide advice and information to employers, scheme members, pensioners and dependents regarding pension processes to ensure efficient and effective administration of casework for the LGPS Scheme. **5%**

Records, Documents and Office Management

To contribute to the Office Management procedures, such as maintenance of integrated letters, office supplies, task management, internal training and interfaces. **5%**

Complaints

Ensuring all issues are appropriately addressed in each case so that appropriate judgments on what needs to happen can be made within prescribed timescales. In conjunction with Team Leaders determine any changes in process behaviour that may be necessary resulting in further training as necessary. **5%**

Other duties

To provide support, where appropriate to the Pension Officers, in the execution of their respective duties. To ensure the council's equal opportunity policies are known and adhered to by staff. To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the post. **5%**