

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

**Training Officer**

Pensions Service, Finance Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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**Purpose and impact:**

Responsible for the induction, training and development of new entrants and on-going training and development of pension officers. To have excellent knowledge of local government pension scheme legislation and systems to ensure gaps in skills, knowledge and competencies are identified and filled, delivering training using various methods.

To work with other managers and team leaders across the Pensions Service ensuring competency standards are maintained at a sufficient level to administer the functions of the fund and ensure key performance indicators are met.

**Accountable to:**

This role is accountable to the Governance & Regulations Manager. The role sits within the Pensions Service which is part of the Finance Directorate in West Northamptonshire Council.

**Responsibilities:**

1. To deliver one-to-one and group training in accordance with an agreed timetable to ensure staff can carry out the required functions of their role, including training on legislation, business processes, workflow and administration/financial systems.
2. To maintain up-to-date knowledge on all relevant legislation, policies and procedures including LGPS regulations 2013, LGPS Transitional Regulations 2014, overriding legislation and guidance.
3. To maintain up-to-date knowledge of developments with regards to the pensions administration software and known errors.
4. To prepare training modules and work with managers and Team Leaders with reviewing and writing procedures in response to new Government guidance, new system releases and enhancements.
5. Lead on planning and completion of system user testing following new releases and system upgrades ensuring benefit calculations/associated payments for Local Government Pension Scheme are both compliant with legislation and accurate.
6. To support managers and Team Leaders to identify training needs and sourcing appropriate training and development solutions to ensure the Pensions Service meets its regulatory and statutory requirements through effective training and development.
7. To deliver effective training across multiple platforms, including face-to-face, eLearning, virtual, webinars etc.
8. Co-ordinate with Officers within the Governance and Regulations Team to monitor and review updates to regulations and implement changes to procedures.
9. Develop and maintain a suitable library of training material and make available to all staff as a key resource to support business operations.
10. Maintain accurate records of training completed by staff and a register of identified training needs.
11. Produce regular reports to senior management team on staff training workplan and objectives.

12. Develop and maintain a suitable process for evaluation feedback on all training given. Analyse and evaluate training feedback and evolve training appropriately in response to the feedback.
13. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
15. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

### Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(A) Application Form, (T) Test, (I) Interview, (P) Presentation, (D) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

<b>Skills and abilities:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Advanced IT Skills including use of MS Office or equivalent.	Essential	A, I,
Advanced skills in using a pensions administration system	Essential	A, I
Ability to deliver training sessions and presentations	Essential	A, I, P
Communicating and influencing- strong communication and interpersonal skills with ability to communicate at all levels and adapt communication style to make training accessible	Essential	A, I, P
Ability to build strong relationships and motivate a multifunctional team	Essential	A, I
Ability to interpret and understand complex regulations and guidance to understand impacts on policies and procedures	Essential	A, T, I
Ability to cope with conflicting demands and deadlines	Essential	A, T, I
Strong team player with a collaborative work style	Essential	A, I

<b>Knowledge:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Practical knowledge of administering the Local Government Pensions Scheme	Essential	A, I, D
A working knowledge of HMRC Regulations & The Pensions Regulator requirements	Essential	A, I

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Extensive experience in pensions administration	Essential	A, I
Extensive experience of pensions administration at a supervisory level	Desirable	A, I
Experience in delivering training sessions and presentations on multiple platforms	Essential	A, I, P
Experience of dealing with members from a wide range of channels	Essential	A, I
Experience of working on own initiative and as part of a team.	Essential	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Educated to degree level or qualified by experience	Essential	A, D
Hold relevant qualification in Pensions, such as Pensions Management Institute or Chartered Institute of Payroll or qualified by experience	Essential	A, I, D
Evidence of Continued Professional Development (CPD)	Desirable	A, D

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.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Regulatory and Technical	<b>Worker type:</b>	Part Flexible
<b>Salary range:</b>	£38,234 - £40,778	<b>Budget responsibility:</b>	None
<b>People management responsibility:</b>	None		

### Working conditions & how we work:

This role has been identified as a part flexible worker type. Due to the nature of the role a presence in the office to support colleagues is imperative, however there will also be the opportunity to work from other locations when the business need allows.

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**

# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
  - **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
  - **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
  - **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.
- We want you to have balance and be happy.

