

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Pensions Officer – Employers Service

Pensions Service, Finance

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:

The Pension Officers (Employers Services) are the main day to day contact for scheme employers within the Pension Funds administered by the pensions service.

They provide a helpdesk service to these scheme employers as well as day to day support and advice. They are expected to routinely provide professional and compliant advice and know when to seek further technical guidance.

As well as the relationship management described above, many aspects of the role will involve preparation and manipulation of pensions data, including data validation and extraction in connection with onboarding, covenant monitoring, cessation valuation and cyclical reporting activity. For this reason, the officers will continuously be working on multiple projects.

The Pensions Officers (Employers Services) will also be heavily involved in the regular review and performance monitoring associated with the Administration Strategy, including participating in performance review meetings

Accountable to:

This role reports to the Employer Liaison Officer. The role sits within the pensions service, part of the Finance Directorate in West Northamptonshire Council.

Responsibilities:

1. Employer helpdesk (15%)

Be the first point of contact for employers ensuring they are provided with timely responses to queries and day to day support.

Provide professional and compliant responses, seeking appropriate technical advice where necessary.

2. Employer communications (15%)

Responsible for communicating with employers through delivery methods including emails and alerts, uploading content to the employer website and supporting with the arranging of forums, webinars and workshops. Maintain employer contact database.

3. Onboarding (15%)

Undertake data activity in connection with new academy and admission body applications including data exchange with employer, data validations and production of accurate data capture information for the Fund Actuary. Undertake communications in connection with onboarding activity, including issue of schedule of results and new employer information, at all times adhering to strict project timescales.

4. Covenant monitoring (10%)

Keep up to date covenant diary/database and initiate bond/indemnity/risk assessments to agreed timescales. Undertake required data activity and communications with interested parties, including admission body, transfer of employer and Fund Actuary. Escalate cases where necessary.

5. Cessation activity (10%)

Prepare accurate cessation data capture information for the Fund Actuary following cessation of a scheme employer, including liaising with third parties and other internal departments where necessary.

6. Relationship Development (10%)

Develop and maintain good working relationships with employers, payroll providers and other critical organisations to ensure they respond promptly and accurately to enquiries.

7. Administration Strategy (10%)

Prepare and issue reporting information for each scheme employer. Arrange biennial and ad hoc quality reviews/performance meetings and attend these meetings alongside the Employer Liaison Officer. Produce and circulate the minutes of review meetings.

8. Employer reporting (10%)

Prepare and provide accurate employer information for various cyclical and ad-hoc processes including FRS17/IAS19 reports, Annual Report and Accounts and benchmarking returns.

9. Other duties (5%)

To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the post.

10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

11. 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.

Skills and abilities:	Essential / Desirable	Measured by
Excellent verbal and written communication skills	Essential	A/I/P/D
Ability to explain clearly complex pension issues to non-specialists	Essential	A/I/P
Confident analysing pension issues and offering sound, reliable and professional advice	Essential	A/I
Ability to validate pensions and personnel data efficiently and accurately	Essential	A/I
Ability to prepare data capture spreadsheets in specified file format	Essential	A/I
Extremely high attention to detail	Essential	A/I
Initiative and ability to plan and organise time and resources to ensure that deadlines/targets are met	Essential	A/I
The personal qualities and skill that promote open and constructive relations with colleagues and customers	Essential	A/I
Good IT Skills	Essential	A/I
Fully competent in MS Office applications	Essential	A/I
Able to prepare and manipulate data extracts	Essential	A/I
Prepared to be flexible and adaptable to meet reasonable expectations of customers	Essential	A/I
Able to use a website content management system	Desirable	A/I
This is applicable to all roles in WNC that are required to use IT equipment: Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A/I

Knowledge:	Essential / Desirable	Measured by
Broad understanding of all aspects of LGPS	Desirable	A/I/P
Confident understanding and application of industry principles and procedures	Desirable	A/I/P

Knowledge of assisting employers with their duties gained through work experience	Desirable	A/I
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Relevant experience:	Essential / Desirable	Measured by
Experience of working in a similar role or within the pensions industry	Desirable	A/I

Education, training and work qualifications:	Essential / Desirable	Measured by
5 GCSEs at Grade C or above, or equivalent	Essential	A/D
GCSE Maths Grade C or equivalent	Essential	A/D
2 'A' levels (4 AS Levels) or equivalent	Essential	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:

Hours:	22.20	Primary work base:	One Angel Square
Job family band:	Regulatory & Technical WLBAND06	Worker type:	Part-flexible
Salary range:	£31,869 - £34,663	Budget responsibility:	Not applicable
People management responsibility:	Not applicable		

Working conditions & how we work:

After an initial period of face to face training, this will be a part-flexible role, split between the main Council office and remote working.

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.

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

