

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Pension Support Clerk

Pension 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 Support Clerk role sits within the Operations Team of the service.

This customer facing role is critical in ensuring the provision of pension scheme administration in respect of the local government pension scheme. Your role is to ensure casework is either dealt with immediately at the point of contact or is efficiently allocated to the appropriate casework team.

To ensure work is completed to the highest standards demonstrating accuracy and attention to detail whilst providing excellent customer service to enable the service to carry out its day-to-day business.

Accountable to:

This role is accountable to the Operations Team Leader. The role sits within the Pension Service, part of the Finance Services Directorate in West Northamptonshire Council.

Responsibilities:

1. To respond to member correspondence relating to the work undertaken within the team ensuring service level targets and deadlines are met.
2. Maintain information security, dealing appropriately with sensitive and confidential information in line with GDPR and Council policies.
3. To deliver a full range of administrative functions including word processing, accurate recording keeping, and dealing with telephone enquiries/complaints in the provision of general pensions casework including but not restricted to refunds, retirements, transfers and death benefits.
4. Resolve member and employer queries at the first point of contact within agreed service levels either through face to face, telephone, and e-mail contact or allocate to the appropriate casework team
5. Deliver a flexible and responsive service including managing service mailboxes in line with the needs of the business alongside taking ownership of individual enquiries and customer requests.
6. Liaise with customers and third parties to obtain information updating systems such as Altair and ERP to maintain accurate records in line with relevant regulations and approved processes.
7. Work independently without close supervision.
8. Meet and exceed agreed quality and performance standards.
- 9 Using the Council's Financial Management System (ERP Gold) to set up non-commercial supplies and raise refund of contribution payments.
8. Be able to effectively resolve any issues that may be found. This will include being confident to liaise with other areas of the council, colleagues, employers or pension scheme members both verbally and in writing. Therefore, a good level of interpersonal skills are essential.
9. Update records to reflect information received from payroll regarding additional pension contributions and shared cost additional voluntary contribution contracts.
10. To maintain up to date knowledge of the Local Government Pension Scheme regulations and other relevant impacting legislation to ensure accurate information is provided to members.

11. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post. This includes providing support where appropriate to the Pension Officers in the execution of their respective duties.

12. 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.

13. 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. Also actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

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 [the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).]

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

Skills and abilities:	Essential / Desirable	Measured by
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
Ability to work effectively on own initiative as well as an effective team player, working flexibly to meet reasonable expectations of customers.	Essential	A, I
Ability to work accurately and to deadlines using appropriate workflow systems.	Essential	A, I
Excellent interpersonal skills and empathetic listening skills.	Essential	A, I
Excellent verbal and written communication skills.	Essential	A, I
Comfortable working with numbers and able to perform calculations where required.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
A knowledge of working within a local government setting and working across key stakeholders.	Essential	A, I
Broad understanding of all aspects of LGPS.	Essential	A, I
Understanding of requirements for confidentiality.	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Ability to explain clearly complex issues to non-specialists.	Essential	A, I
Extremely high attention to detail.	Essential	A, I
Experience of working to and achieving targets.	Essential	A, I
Ability to translate legislation into business procedures/processes.	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
General education to GCSE standard with Grade C or above, or equivalent in English and Maths.	Essential	A

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:	37	Primary work base:	One Angel Square
Job family band:	Business Administration WNC Band 03	Worker type:	Part-flexible
Salary range:	£26,258 - £27,103	Budget responsibility:	N/A
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.

