

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Team Leader (Operations and Technical)

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'.



West
Northamptonshire
Council

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.

Purpose and impact:

Supporting the Operations & Technical Manager with the delivery of day-to-day administration of the Local Government Pension Scheme. This will include providing expert advice, information and financial and statistical data to employers and members of the pension scheme to enable fully informed decisions to be made about pension scheme entitlements. To continually adhere to changes in Regulations in respect of the Local Government Pension Scheme and all appropriate overriding HMRC and pension legislation.

Leading a team to ensure effective and efficient delivery of pensions administration, new projects and customers.

Accountable to:

This role is accountable to the Operations & Technical Manager, responsible for the direct line management of 5 - 10 staff. The role sits within Pensions Service, part of the Finance Services Directorate in West Northamptonshire Council.

Responsibilities:

1. Responsibility for the management and delivery of an effective team within the Pension's Service through performance management to ensure work is completed to timescales.
2. Implement and manage strategies for recruiting, training, and retaining enough resources to meet the Operations Team requirements including the delivery of new projects ensuring these are managed from implementation to 'business as usual' and working with key team members to develop and embed the new services.
3. Authorise benefit calculations and associated payments for LGPS Schemes and ensure that all calculation routines (estimates and actual) are processed in line with the agreed processes, SLA/administration strategy and relevant legislation and that appropriate audit trails are complied with.
4. Ensure the appropriate governance framework is adhered to through project delivery, including constitutional adherence and statements of required practice.
5. Responsibility for the creation and maintenance of all member records, including the interaction with payroll where appropriate. Following the implementation of Pensions Increase; liaise with payroll, to ensure that all additional payments are made.
6. Respond to all correspondence from or in respect of members including complaints within timescales including the process for scanning all documentation and uploading onto the workflow management solution.
7. To contribute to the Office Management procedures, such as maintenance of integrated letters, office supplies, task management, internal training, and interfaces.
8. To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the post.

9. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
10. 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 [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
Confident analysing pension issues and offering sound, reliable and professional advice.	Essential	A, I
High attention to detail.	Essential	A, I
Able to access and communicate information through MS desktop applications.	Essential	A, I
Experience of using a sophisticated pensions administration systems package and associated reporting tools.	Essential	A, I
Innovative approach to the exploitation of IT.	Essential	A, I
Initiative and ability to plan and organise time and resources to ensure that deadlines and agreed targets are met.	Essential	A, I
Ability to communicate effectively, both orally and in writing, to all levels of management and staff. Ability to adhere to legislation and relay at the appropriate level.	Essential	A, I
Strong influencing ability and be able to contribute as part of a team and support others in delivery of team success.	Essential	A, I
Ability to maintain high levels of performance under changing conditions, tasks, responsibilities, or people.	Desirable	A, I

Knowledge:	Essential / Desirable	Measured by
Good understanding of all aspect of Local Government Pension Scheme (LGPS).	Essential	A, I
Sound and up to date knowledge of pensions legislation pertaining to the LGPS. Likely gained from extensive experience working in a similar role.	Desirable	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in a similar role or within the pensions industry, where it was important to drive improvements and efficiencies.	Essential	A, I

Experience of supervising, appraising, motivating, and directing a team and a good listener who shows concern and respect for others.	Essential	A, I
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Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to degree level or suitable industry experience.	Essential	A, I, 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:	37 hours per week	Primary work base:	One Angel Square
Job family band:	Regulatory and Technical	Worker type:	Part-flexible
Salary range:	£41,816 - £45,175	Budget responsibility:	N/A
People management responsibility:	5 – 10 members of staff		

Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations and when not working from an office you will be working remotely for up to 3 days a week (including from home).

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.

