

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Systems & Projects Manager

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:

1. Responsible for ensuring the Pensions Service has appropriate IT infrastructure in place, primarily by liaising with its software and hosting supplier to ensure a reliable and consistent service is provided to Officers, scheme members and employers, and other stakeholders.
2. Responsible for management of pensions projects assigned to the Team as well as maintenance of systems data and management of cyclical data exercises.

Accountable to:

This role is accountable to the Head of Pensions and is responsible for the direct line management of 5 staff (3 Team Leaders and 2 Pension Systems Analysts). The role sits within the Finance Directorate of West Northamptonshire Council.

Responsibilities:

1. Responsibility for the maintenance of the Funds' pensions administration system, and other bespoke pension systems and applications, together with the various interfaces into the system from scheme employers/payroll providers and scheme members.
2. Responsibility for the management and delivery of an effective systems support team within the Pensions Service, providing technical development and maintenance of computerised and electronic solutions.
3. Responsibility for the Fund's data integrity through the development and delivery of an annual data improvement plan.
4. Responsibility for the management of cyclical data processes, including data processing associated with i-Connect, year-end, triennial valuation, annual benefit statements and pension saving statements.
5. Responsibility for the management and development of pension systems reporting including reporting for management information, statutory annual report and accounts, HMRC and other third parties, as well as designer scheme member/Workflow reporting.
6. Responsibility for the management of pensions projects assigned to the team, ensuring the projects are planned and managed in adherence to fundamental project principles.
7. Responsibility for the management of backlog clearance activity assigned to the team including improvement to relevant pensions business processes to reflect the backlog nature of the activity.
8. Responsibility for managing the contractual relationship with the pension systems software supplier as well as any other relationships required to ensure the successful delivery of projects assigned to the team.
9. 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.
10. 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.

11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
12. 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
Proven verbal and written communication skills	Essential	A, T, I
Ability to work to a high standard and to respond flexibly and positively in a demanding environment	Essential	A, T, I
Excellent planning, project management, prioritisation and organising skills	Essential	A, T, I
Strong ability to work with others in developing solutions, ensuring all appropriate input is reflected in the final solution	Essential	A, I
Ability to partner at senior levels within the business demonstrating excellent communication and interpersonal skills	Essential	A, I
Ability to work with outsourced suppliers and other third parties	Essential	A, I
Strong influencing ability through consulting, communicating and relationship building skills	Essential	A, I
Able to access information and communicate through technological solutions	Essential	A, I
Co-operates and works well with others in pursuit of team goals, sharing information and supporting others.	Essential	A, I
Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A, I
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.) or willingness to undertake training during the probation period.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
Good understanding of operational and system arrangements of LGPS funds	Essential	A, T, I
Proven understanding of fundamental project principles	Essential	A, T, I
Able to source relevant information for problem solving and decision making	Essential	A, T, I

Relevant experience:	Essential / Desirable	Measured by
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Experience of management and motivation of staff	Essential	A, I
Experience of managing large-scale multi-disciplinary pension projects	Essential	A, I
Experience of managing contractual relationships with suppliers	Essential	A, I
Experience of managing a pensions software solution for the benefit of other users	Essential	A, I
Experience of interpreting complex pensions and tax legislation together with experience of calculating LGPS benefits	Essential	A, I
Experience in delivery of business process and/or system improvement initiatives in a transactional pensions environment	Essential	A, I
Experience of managing staff through other line managers	Desirable	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Educated to degree level or equivalent	Essential	A, I

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:	Full Time (37 hours)	Primary work base:	One Angel Square, Northampton
Job family band:	Regulatory and Technical 10	Worker type:	Part-flexible
Salary range:	£53,694 - £57,443	Budget responsibility:	N/A
People management responsibility:	Yes		

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.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

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.

