

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Pensions Officer

Pensions, 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:

To administer a pensions caseload within a lead service environment to high standards of accuracy and attention to detail and with the appropriate standards of customer care with the correct regulation interpretation in respect of the Local Government Pension Scheme, as well as legislation applying to associated compensation schemes and all appropriate overriding HMRC and pension legislation.

This will include providing expert advice, information and financial and statistical data to employers and members of the various pension schemes to enable fully informed decisions to be made about pension scheme entitlements.

Respond to all enquiries by being multi-skilled in all areas of Local Government, Councillors and Compensation Pensions administration requirements.

Accountable to:

This role is accountable to the Pensions Team Leader, responsible for the direct line management of a team of Pensions Officers. The role sits within Pensions Operations, part of the Finance Directorate in West Northamptonshire Council.

Responsibilities:

1. Pensions Casework - Administer a portfolio of pensions casework, incorporating a variety of casework types, to high standards of accuracy and attention to detail and in accordance with the provisions of the Local Government Pension Scheme Regulations, as well as legislation applying to associated compensation schemes and all appropriate overriding HMRC and pension. Workload may include benefit calculations, communications, data input and validation, and checking of colleague's casework.
2. Workflow system - Ensure incoming casework is correctly logged onto workflow system and allocated according to team priorities, ensuring good customer care, is maintained, keeping the member informed of progress while ensuring that all casework is processed in line with the agreed processes, SLA/administration strategy and relevant legislation and that appropriate audit trails are complied with.
3. Casework & Records Check - Check information from a variety of sources, e.g. employers, HR & Payroll, HMRC and update records, ensuring the data is accurate. To check accuracy of data, regulation interpretation and calculations carried out by other Pensions Staff commensurate to team specialism and continually review accuracy to ensure comprehensive and effective understanding.
4. Advice and information - Provide advice and information to employers, scheme members, pensioners, and dependents regarding pension processes to ensure efficient and effective administration of casework for the LGPS Scheme.
5. Records, Documents and Office Management - To contribute to the Office Management procedures, such as maintenance of integrated letters, office supplies, task management, internal training, and interfaces.
6. Complaints - Ensuring all issues are appropriately addressed in each case so that appropriate judgments on what needs to happen can be made within prescribed timescales. In conjunction with Team Leaders determine any changes in process behaviour that may be necessary resulting in further training as necessary.
7. To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the post.
8. Use Microsoft 365 and council systems effectively to work efficiently, collaborate with others and manage information safely, including storing, sharing and handling data securely in line with council policies.
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:

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

Note: Where digital skills are an important part of the role, candidates may be asked to complete a separate task or assessment to demonstrate their ability to use Microsoft 365 and other relevant systems

Skills and abilities:	Essential / Desirable	Measured by
Ability to translate legislation into business procedures/processes	Essential	A/I
Excellent verbal and written communication skills	Essential	A/T/I
Ability to explain clearly complex pension issues to non-specialists	Essential	A/I
Confident analysing pension issues and offering sound, reliable and professional advice	Essential	A/I
Ability to efficiently and accurately validate pensions and personnel data and prepare data capture spreadsheets in specified file format	Essential	A/I
Extremely high attention to detail	Essential	A/T/I
Initiative and ability to plan and organise time and resources to ensure that deadlines/targets are met	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
This is applicable to all roles in WNC: Digital Skills: Working knowledge of Microsoft 365, including Outlook, Teams, Word, Excel, PowerPoint, CoPilot, OneDrive and SharePoint, with the ability and willingness to use these tools confidently and effectively in day-to-day work.	Essential	A/T/I
This is applicable to all roles in WNC: Information & Data Handling: Able to handle information responsibly, store records securely, share data appropriately and follow council policies and procedures on data protection, records management and information security.	Essential	A/T/I
Able to use a website content management system	Desirable	A/I

Knowledge:	Essential / Desirable	Measured by
Broad Understanding of all aspects of LGPS	Essential	A/I
Knowledge of assisting employers with their duties gained through work experience	Desirable	A/I

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 (or equivalent) at Grade C or above	Essential	A/D
GCSE Maths Grade C (or equivalent)	Essential	A/D/T
2 A Levels/4 AS Levels (or equivalent)	Essential	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:

Job family and salary band:	Regulatory and Technical WNC Band 6 £34,203 - £37,067	Worker type:	Part-flexible
People management responsibility:	N/A	Budget responsibility:	N/A

Current pay scales and other benefits are published on the [Jobs and Careers](#) section of West Northamptonshire Council's internet.

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.

WNC values colleagues as individuals and encompasses 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

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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.

