

**WHERE
CAREERS
THRIVE**

**When potential
is unlocked,
talent *thrives***



**West
Northamptonshire
Council**

Pensions Systems Analysts

Pensions, 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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Northamptonshire
Council**

Purpose and impact:

- To be responsible for the ongoing maintenance and development of the pensions administration and payroll platform and its associated products utilising automation and digital solutions to improve efficiency of administration to scheme members and scheme employers of the Cambridgeshire and Northamptonshire Local Government Pension Schemes.
- To manage the implementation of system upgrades and developments, error resolution, and to ensure the integrity of the data and adherence to the statutory requirements relating to the operations of a public service pension scheme.

Accountable to:

This role is accountable to the Systems and Projects Manager, with no direct line management responsibility.

This role sits within the Pensions Service which is part of the Finance Directorate in West Northamptonshire Council.

Responsibilities:

1. Using your expert knowledge of the pensions administration and payroll platform and associated products, continually develop and implement efficient business processes in all areas of pensions administration and payroll processing, including the member and employer self service portals, using automation where appropriate.
2. Maintain a strong knowledge of the Local Government Pension Scheme regulations and guidance including a working knowledge of pensioner payroll processing to identify required system and process developments.
3. Ensure all system configurations following upgrades and developments are undertaken promptly, with appropriate testing in both test and live environments, documentation and audit trails.
4. Act as a conduit for system queries between the service/users and the pensions and payroll administration system supplier.
5. Lead on all system based cyclical processes (triennial valuations, annual pensions uplift, CARE revaluation, annual benefit statements, pensions savings statements, general ledger reports etc) ensuring they are undertaken with appropriate forward planning and engagement of resource required. Ensure fully documented procedures are in place and regularly reviewed.
6. Attend user groups, webinars, and conferences, as appropriate to influence and maintain awareness of developments, ensuring knowledge gained is dispersed to relevant stakeholders.
7. Encourage innovation and support the delivery of new technological solutions across the service, including the production of design, instruction and troubleshooting guides. Proactively, communicate known system errors and scheduled maintenance with service users.
8. Ensure the appropriate levels of access to the administration and payroll platform and associated products are set, documented and reviewed continually in accordance with audit requirements.

9. Regularly review and maintain data quality by carrying out regular data reconciliation exercises to identify required data improvement activities and contribute to the development and delivery of the data improvement plan.
10. Ensure quality assurance processes are followed for the pensions administration and payroll platform and its associated products and where needs are identified develop new quality assurance processes to ensure data quality and to minimise risk.
11. 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.
12. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
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.

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
Expert knowledge of Pensions Administration and Payroll Systems (preferably Altair) and its associated products (i-Connect, MSS/Engage, Insights) to be able to support the needs and requirements of service users.	Essential	A, T, I,
Ability to continually learn and develop new skills to ensure that the system is up to date and off-system interfaces are developed to meet the strategic requirements of the service	Essential	A, T, I
Good working knowledge of reporting tools and the interrelation of data sets when reporting across Altair and off system interfaces to create and maintain reports which meet requirements and can be interpreted correctly whilst ensuring the integrity of the data and its security.	Essential	A, T, I
Excellent skills with MS Office applications to produce documentation and presentations.	Essential	A, T, I
Proven ability to manipulate data in Excel/Insights and to analyse results/output.	Essential	A, T, I
Excellent interpersonal skills. Able to communicate at all levels including ability to explain and present technical information or solutions in a format and language suitable for the audience. This will include non-technical professional system users.	Essential	A, T, I
To be able to translate pensions legislation, user requirements, issues or errors raised into technical specifications, business processes, incidents or change requests in a timely manner.	Essential	A, T, I
Ability to analyse data and system performance to spot errors and omissions. Ability to think through possible business scenarios for the implications of a system fix or enhancement and ensure these are fully documented and tested to be able to identify anomalies and spot potential issues.	Essential	A, T, I
Able to prioritise work in a time pressured environment, managing conflicting requirements and resource constraints across the team and wider service, whilst managing expectations openly, fairly and effectively.	Essential	A, T, I
Proven customer service skills to support users. Understand the needs of customers.	Essential	A, T, I
Able to work independently and take appropriate actions without needing direction or instruction from others.	Essential	A, T, I
Ability to present good reason and rational argument, to influence managers and colleagues to consider options and risks.	Essential	A, T, I

Knowledge:	Essential / Desirable	Measured by
Extensive/specialist/technical knowledge and understanding of pensions legislation and pensions and payroll administration platforms.	Essential	A, T, I

Relevant experience:	Essential / Desirable	Measured by
Extensive specialist technical knowledge of Pensions Administration and Payroll platforms, including associated products such as member and employer self-service portals and reporting tools.	Essential	A, I
Extensive, specialist technical knowledge of Altair, i-Connect, MSS/Engage an Insights.	Desirable	A, I
Previous experience of working in an LGPS environment with a comprehensive understanding of related business processes and cyclical activities	Essential	A, I
Demonstrable experience of automation and continual improvement of business processes.	Essential	A, I
Project management of cyclical activities.	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Key Skill Level 4: Bachelor's degree, HNC, HND, NVQ level 4 or equivalent including professional qualification - no actual qualification required but able to work at this level	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:	Full time (37 hours)	Primary work base:	OAS
Job family band:	Regulatory and Technical	Worker type:	Part-flexible
Salary range:	£42,861 - £46,304	Budget responsibility:	None
People management responsibility:	None		

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.

