

**WHERE  
CAREERS  
THRIVE**

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



**West  
Northamptonshire  
Council**

## **Pensions Admin Assistant**

**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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Northamptonshire  
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## Purpose and impact:

The Pensions Admin Assistant is a learning opportunity, and no previous experience is required.

The postholder will gain skills and knowledge in all these areas through supported practical learning. The administration team will provide a training programme which will cover all basic Local Government Pension Scheme administration tasks.

The training programme will cover:

- General administrative tasks like photocopying, emailing, and printing to meet service delivery needs
- Post duties
- Sending letters to members of the LGPS
- Building knowledge of the LGPS

These activities are crucial for the smooth functioning of the service daily.

This position serves as an entry-level role within the service, primarily providing support to the Pension Clerks.

## 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. Assist with general administrative tasks such as photocopying, emailing, and printing.
2. Build good relationships with colleagues.
3. Assign post to the correct teams.
4. Upload post to the pensions system.
5. Review member self-service address changes and notify teams of updates.
6. Enter basic starter and leaver information received from employers on to the pensions system.
7. Assist with sending letters to members as needed.
8. Update members expression of wish forms on to the pensions system.
9. 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.
10. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
11. 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.

<b>Skills and abilities:</b>	Essential / Desirable	Measured by
Ability to follow written and verbal instructions	Essential	A, I
Able to focus on a work task	Essential	A, I
Able to work with others to deliver a service	Essential	A, I
Computer literate	Essential	A
Show commitment to equality and diversity	Essential	A, I

<b>Knowledge:</b>	Essential / Desirable	Measured by
Understanding of Microsoft packages	Essential	A, I
Understanding of requirements for confidentiality	Essential	A, I
Understanding of council policies and procedures	Desirable	A, I
Health and safety awareness	Desirable	A, I

<b>Relevant experience:</b>	Essential / Desirable	Measured by
N/A		

<b>Education, training and work qualifications:</b>	Essential / Desirable	Measured by
Functional skills in Maths & English (Level 1-4)	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:

<b>Hours:</b>	14	<b>Primary work base:</b>	One Angel Square
<b>Job family band:</b>	Business Administration WNC BA01	<b>Worker type:</b>	Fixed
<b>Salary range:</b>	£24,288 - £24,666	<b>Budget responsibility:</b>	N/A
<b>People management responsibility:</b>	Not applicable		

### Working conditions & how we work:

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

Initial training will be provided face to face in the office and remote working would be assessed after this.

## 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.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> 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](mailto: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.

