

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Pensions Support Clerk

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'.

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.



West
Northamptonshire
Council

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:

To support other pensions staff in the administration of the Local Government Pension Scheme to high standards of accuracy and attention to detail and with the appropriate standards of customer care.

This will also include providing information and financial and statistical data to employers and members of the Local Government Pension Scheme 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.

Respond to enquiries from stakeholders within the Local Government Pension Scheme administration requirements.

Assist in completion of various projects.

Accountable to:

This role is accountable to the Pensions Team Leader, who is responsible for the direct line management of a team of Pensions Officers and Pension Clerks. The role sits within the Projects and Systems Team of the Pensions Service which is part of the Finance Directorate in West Northamptonshire Council.

Responsibilities:

1. Office Support - Ensure an accurate, confidential, and effective service by maintaining an effective scanning solution on a daily basis ensuring all documents are scanned and indexed, in accordance with the policies and procedures of the Council and relevant legislation. Deliver an efficient and customer focussed service, by processing and responding to incoming communication via the intranet and internet, taking messages, copying, and distributing information as necessary. Assist in maintaining supplies to facilitate the smooth running of the office. Undertake general clerical and administrative tasks to support the service as required. To work on own initiative, scheduling and prioritising own workloads and to continually challenge established administration and system practices, seeking more effective and efficient solutions. To support pension staff on various daily, weekly, periodic, and ad hoc projects
2. Management Support - To support the relevant team manager and their team in the administration of the Pension Committee, Local Pension Board and Investment Sub-Committee for both Pension Funds. To provide administrative support to the Governance and Regulations Manager and their team in procurement initiatives. To provide administrative support to the Governance and Regulations Manager and their team in risk management and business continuity initiatives. To understand arrangements for officers and members of the Pension Service to attend conferences and seminars. To maintain the training record of both members and officers, to support the learning of others. Ensure that members and officers training needs assessments are kept up to date.
3. Understand the core business of the Pensions Service.
4. Health and Safety - 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. Take action to reduce the risk to self and others. Contribute to maintenance of a health and safe working environment.

5. Undertake other tasks and responsibilities as required to assist the delivery of Council services.
6. To maintain up to date knowledge of the Local Government Pension Scheme and other relevant impacting legislation to ensure accurate information is provided to members.
7. To perform on-line input for new starters, leavers, opt outs/ins, refunds, and changes in circumstances, to ensure that the information that is used to calculate benefits is correct. Undertaking incoming transfer assessments and assessing outgoing transfers relating to other local authorities.
8. To provide support, where appropriate to the other Pension Officers in the execution of their respective duties.
9. To ensure the Council's equal opportunity and data protection policies are known and adhered to by staff.
10. To carry out any other reasonable duties within the overall function, commensurate with the grading and level of responsibility of the post.
11. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

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
Numerate and literate	Essential	A & I
Able to communicate effectively with others	Essential	A & I
Able to utilise systems to deliver services	Essential	A & I
Able to work flexibly to meet demands of service	Essential	A & I
Able to work with others to deliver service	Essential	A & I
Confident telephone manner	Essential	A & I
Ability to maintain high levels of performance under changing conditions, tasks, responsibilities, or people	Essential	A & I
Ability to meet deadlines	Essential	A & I
Ability to maintain confidentiality	Essential	A & I
Ability to maintain up to date knowledge of relevant legislation	Essential	A & I
Able work on own initiative	Desirable	A & I
Commitment to continuous service development	Desirable	A & I
Committed to ongoing personal and role development	Desirable	A & I

Knowledge:	Essential / Desirable	Measured by
Working understanding of Windows and Microsoft packages (including Word, Excel, Email, PowerPoint, Internet)	Essential	A & I
Understanding of requirements for confidentiality.	Essential	A & I
Ability to maintain high levels of performance under changing conditions, tasks, responsibilities, or people using appropriate workflow systems.	Essential	A & I
Knowledge of office systems / procedures	Desirable	A & I
Knowledge of Council policies and procedures	Desirable	A & I
Experience of local authority working	Desirable	A & I
Knowledge of Local Government legislation	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
General education to GCSE standard	Essential	A & D

GCSE Grade 4/C or above, or equivalent in English and Maths	Essential	A, D & T
NVQ level 2	Desirable	A & D
ECDL	Desirable	A & D
GNVQ	Desirable	A & 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:	BA03-Business Administration (A03)	Worker type:	Part-flexible
Salary range:	£24,758 - £25,603	Budget responsibility:	N/A
People management responsibility:	N/A		

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.

