Job Profile

Pensions Officer

Grade: 5 **Date created: January 2015**

About the Job To work within the Pensions Administration Team; to provide a comprehensive and effective service, by ensuring statutory and legislative requirements in relation to the Gloucestershire Pension Fund, which is part of the Local Government Pension Scheme are met.

This is what we need you to do...

- Maintain the accuracy of member records for the Gloucestershire Pension Fund on the Pension software system; ensuring compliance of the legislation of the schemes and data protection requirements.
- Produce accurate calculations, for refunds, deferred benefits, estimates and transfers in line with the legislation of the pension schemes.
- Respond flexibly and manage changing priorities ensuring that the customer needs are met whilst delivering a service which meets both legislative timescales and the targets and key performance indicators for the team.
- Engage the customer in a friendly, courteous, prompt and appropriate manner using excellent communication skills to explain the complex legislation of the pension schemes in order to ensure the delivery of high quality customer service at all time.
- Keep up to date with changing policies, procedures, etc through training, reading, etc. Recommending changes when appropriate.
- Support the implementation of new legislative changes.
- Work as part of a team, contributing to team meetings, attending training events, providing ongoing support to colleagues and information to managers to enable the smooth day to day running of the section.
- To contribute to the success of the Pensions Administration Team and to carry out other duties and responsibilities appropriate to the grade of the post as required by the Pensions Administration Management Team.

Special Conditions

- None

Monitoring and ongoing development of outcomes

As part of the annual appraisal, outcome based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

The ideal candidate will have...

Experience

- Experience of working with computerised systems.
- Experience of a customer focused environment
- Relevant experience of using computerised payroll and or pension systems would be an advantage.

Knowledge, Skills and Understanding

- Ability to accurately retrieve and analyse information from databases.
- Good understanding of the legislation of the Local Government Pension scheme.
- Excellent written and oral communication skills.
- Manage own workload ensuring deadlines are met.
- Managing competing priorities.
- Awareness and understanding of the Data Protection Act.
- A good knowledge of using Microsoft office package (word and excel).

Behavioural attributes

- Maintain a strong customer focus at all times.
- Maintain a professional and approachable manner; to deliver a valued customer service.
- Thorough and attentive to detail.
- Have a flexible and adaptable approach to challenges.
- Resilient and deals positively with changes.
- Committed to continual self-development and a willingness to participate in training.

Education & Qualifications

Essential

- Educated to GCSE level in Mathematics and English to Grade C or above.

Desirable

- A recognised pension qualification.

There are also a number of generic requirements that are applicable to all employees within the Council. There can be found at the following link: http://staffnet.gloscc.gov.uk/index.cfm?articleid=8579