



JOB DESCRIPTION

POST TITLE:	Pensions Administrator	POST NO:
GRADE:	Sc4 – SO2	
DEPARTMENT:	Resources	
SERVICE:	Peoples Services	
REPORTS TO:	Pension Team Leaders	

CONTEXT

The values that are fundamental to the work of Islington Council are those of fairness and inclusion. We work together to deliver services to build the resilience of the residents of the borough, through prevention and early intervention, to create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life. Like many other councils, Islington faces major challenges in delivering services that are essential to the well-being of the local community. Vital to meeting and overcoming those challenges, People Services identifies the priorities for our people and plays a key role in focusing, aligning and connecting our organisational effort to achieve great results for Islington.

As a member of the Resourcing and Reward Team you are driven to achieve the best, hardworking, respectful, professional and thoughtful towards colleagues and customers. You assist and support the Head of Resourcing and Reward and Director of People Services to develop and deliver services in line with the Corporate Plan and People Strategy. Together you provide a fast-paced, engaged, customer-focused service, responding to business needs and providing excellent, creative advice and solutions. Working closely with colleagues, you raise the profile of a professional service. The right behaviours are as important to us as the skills you bring and you are a supportive, collegiate, positive person with excellent people skills.

PURPOSE OF THE JOB

As a Pensions Administrator you work closely with the Pensions Team Leaders to provide a customer-focused, cohesive pension service for Islington Council, and external organisations who are admitted bodies in the Local Government Pension Scheme (LGPS). You are a trusted partner on pension related issues, forging strong relationships with managers and employees to provide a high quality, effective service ensuring the pensions team respond professionally and accurately to queries, update and maintain records, work at pace and with a professional outlook.

Working closely with People Services colleagues, you help to streamline and digitise the processes in your area, whilst supporting and contributing to service delivery and good communications, so that you can provide a first line pension service. You keep abreast of new developments, innovations and best practice in Pensions.

You ensure pension records and other confidential information are maintained to Council standards and best practice guidance, always being aware of and sensitive to the confidential nature of the information.



You work in a team of up to 12 people, motivating yourself to work highly collaboratively to ensure you help to provide a service that adds value and is cost effective. You contribute to the development of business opportunities for the service, helping to maximise income generation and to save money where possible.

GENERIC ACCOUNTABILITIES

- Act as a role model for the approach and behaviours set out in the Council's Ways of Working and contribute to the achievement of its priorities.
- Contribute to departmental people plans so that they are developed in line with customer requirements.
- Contribute to the development of the structures, systems, processes and policies necessary to support effective service delivery.
- Resolve queries or issues in a timely manner, establishing precedents for the resolution of similar queries or issues.
- Ensure diversity and inclusion is considered in all people processes and activity.
- Provide advice and guidance to managers and staff in a responsive way, contributing to the delivery of value for money services.
- Work with colleagues in a way that promotes the Council's approach to diversity and inclusion, at all times carrying out responsibilities/duties within the framework of the Council's Dignity for all Policy.
- Ensure that duties are undertaken with due regard and compliance with the General Data Protection Regulation and other legislation ensuring the integrity security of confidential information.
- Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.



SERVICE SPECIFIC ACCOUNTABILITIES

Developing Insights, Strategies and Solutions

- Performing calculations relating to pension entitlements and transfers to, from and within the LGPS, calculations and checking of transfer of pension rights to and from private sector occupational pension schemes, and to and from personal pension arrangements, and to provide a cross-checking function with other postholders within the Office as directed.
- Collating and processing new members' records on the scheme database and validating information
- Calculating and completing refunds of ordinary and additional voluntary contributions, and cross-checking with other postholders.
- Calculation of benefit estimates including alternatives, providing advice as required and cross-checking with other postholders.
- Administration relating to status variations and career changes, including Maternity Leave and other absences, and cross-checking with other postholders.
- Preparation of Pensions Payrolls including the collation of information, calculation of interim payments, and cross-checking with other postholders.
- Implementing revised procedures for the calculation of benefits arising from new legislation as directed.
- The maintenance of Guaranteed Minimum Pension records.
- Creation and maintenance of financial records relating to certificates of protected pension benefits, and relevant calculations, and cross checking function.
- Calculation of the apportionment of Pension benefits in cases of divorce, and subsequent financial arrangements relating to an ex-spouses preserved pension rights.
- Calculations of membership credits relating to the accumulated value of additional voluntary contributions.
- Administration relating to the conversion of free standing AVCs into in-house AVCs.
- Assistance in the maintenance of office procedure notes.
- Calculation, cross checking, and advice in respect of the purchasing of additional periods of membership, and associated administration.
- Calculation of additional pension rights in respect of employees with part time membership, in accordance with European Court judgements.
- Acquiring and maintaining an up to date awareness and knowledge of LGPS Regulations and associated legislation, including new developments in pensions matters to provide informed responses to enquiries and to promote the Scheme within statutory limitations.



- Notification to the Dept for Works and Pensions, and payment of State Premiums.
- Dealing with correspondence, telephone enquiries, and personal callers, giving interviews and advice on pensions matters involving contacts with all interested parties as directed.
- Providing assistance where required in the processing of the Fund's Triennial Valuation.
- To undertake other duties commensurate to the grade of the post.

ADDITIONAL:

- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
 - To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
 - To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
 - The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
 - Ensure all the services within the area(s) of responsibility are provided in accordance with the Council's commitment to high quality service provision to users.
 - Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
 - Carry out duties and responsibilities in accordance with the Council's Health and Safety Policy and relevant Health and Safety legislation.
 - At all times carrying out responsibilities/duties within the framework of the Council's Dignity for all Policy. (Equal Opportunities Policy).
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Linked Grade

- Progression between the grades Scale 4 to S02 is subject to satisfactory performance of all duties. Grade progression will be by 1/2 increments. Review of performance will be made at least once a year, but can take place in advance of that period as circumstances require.

The criteria will be as follows:-

Satisfactory performance regarding -

Scale: 4-5

Starter record creation and maintenance
Refund and Interfund calculations
Opt-In/Out
Clearing Bank acc./General enquiries
Public Sector Transfer calculations
Private Sector/Personal Pension Transfer calculations
Benefit calculations/Estimates/Maternities
Payroll set ups
Cross checking with other postholders

Scale 6:

MOD/PI
Certificate of protected benefits calculations
Updating Operational Procedures
Purchase of additional pension calculations (APC)
Ability to handle and resolve more complex pension queries
Death administration

S01-2:

Mis-sold Personal Pension reinstatement calculations
Provide training to other staff on Pension Administration matters
Divorce Administration
Scheme credit calculations for AVCs/conversion FSAVC to IHAVC
Evidence of continuing further training and professional development

Satisfactory performance of each Pensions Administrator will be displayed through the accuracy of work, volume of work, and the ability to perform duties with minimal supervision. Verification of satisfactory performance will be from Pension file records, Altair report facilities, and in consultation with the Pensions Team Leaders.




PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the short-listing and interview process for this post.

You should demonstrate on your **application form** how you meet each of the following essential criteria. Please ensure that you address each one of the criteria as this will be used to assess your suitability for the post.

Service Area: Resources		Division: Human Resources
		Unit: Pensions Office
Post Title: Pensions Administrator		Grade: Sc4/S02
REQUIREMENTS		
EDUCATION and EXPERIENCE		A/I/T*
E1	Minimum five A to C grade GCSEs or equivalent including English and Maths	A
E2	Current experience of Local Government Pensions and evidence of continuing professional development.	A/I
E3	PMI qualified or experience of handling and dealing with complex pension processes with the minimum of supervision (S01 –S02)	A
E4	AAT qualified or wide experience in assisting in the reconciliation of pension fund income and expenditure (SC6)	A
KNOWLEDGE, SKILLS and ABILITY		
E5	Knowledge of the Local Government Pension Scheme (LGPS) Regulations and relevant Payroll, Income Tax and State Second Pension matters.	A/I
E6	Ability to process Benefit and Transfer Value calculations	A/I
E7	Ability to give interviews and information regarding pension matters.	A/I
E8	Ability to handle sensitive information and data in a confidential matter	A/I
E9	Ability to use a range of pensions and accountancy IT systems and microsoft office suite software.	I
E10	Ability to work effectively as part of a team, and maintain a positive working relationship with colleagues.	A/I
E11	Knowledge of the key provisions of the LGPS Regulations 2014	A/I
E12	Knowledge of the Career Average Revalued Earnings provisions of the Local Government Pension Regulations 2014	A/I
E13	Knowledge of auto-enrolment legislation & its impact on the LGPS	I
E14	Ability to adjust personal work priorities to assist team colleagues in maintaining service delivery and objectives.	A/I



E15	Experience of developing positive and effective working relationships and working as part of a team.	A/I
E16	Awareness of the technical skills across all CIPD professional map areas and how the HR levers can be managed to drive performance.	I
COMMITMENT TO EQUAL OPPORTUNITIES		
E17	Ability to promote the value of diversity and inclusion with managers and staff and within Human Resources, demonstrating the benefits and impact on organisational performance.	A
ADDITIONAL REQUIREMENTS OF THE POST		
E18	This role requires an Enhanced level of satisfactory clearance from the Disclosure and Barring Service (DBS)	
Assessed by: A= Application I= Interview T= Test		