



## **JOB DESCRIPTION**

<b>Job Title</b>	Pensions Manager
<b>Location</b>	Bank Top Support Centre
<b>Hours</b>	Full Time – 40 Hours

## **JOB SUMMARY**

As Pensions Manager, the post holder will be required to offer and provide a high quality, customer focused, effective and efficient pension service to OneMedicalGroup staff. This will involve providing extensive technical pensions support to the payroll/ finance team and wider group.

The post holder will work in line with pension's legislation, HMRC regulations and various pension scheme rules.

The post holder will provide effective input into the work of OneMedicalGroup, to support the achievement of our vision and values:

- Putting people first
- Working together
- A better future

## **JOB RESPONSIBILITIES**

### **Overall**

- Provide extensive and complex technical pensions experience for the NHS pension and Group pension
- Manage the day to day pension queries
- Oversee all technical pension areas, understand and disseminate new or existing legislative requirements and governance changes and provide support to the group on technical pension queries
- Lead on Pensions within the group and ensure that all pensions are being managed in accordance with pension scheme rules
- Manage, lead and implement changes required in accordance with legislative changes
- Provide pension support, advice and guidance to managers and staff ensuring that all requirements are met and standards of good practice are maintained
- Responsible for ensuring that all statutory requirements in relation to pensions are met
- Responsible for resolving complex pension issues promptly and for keeping employees and managers informed of progress with dealing with pension queries and issues
- Undertake the calculation of a variety of payments (eg. Redundancy and voluntary retirement)
- Establish and maintain accurate pension records for scheme members and provide returns to pension providers as per policy
- Implement and maintain standard operating procedures to ensure that pension documentation is handled correctly, confidentially and efficiently
- Handle any complaints in relation to pensions





- Maintain detailed and extensive knowledge of the NHS pension
- Provide cover when necessary within finance/ payroll as appropriate

### **Communication**

The post-holder should recognise the importance of effective communication within the team and will strive to:

- Communicate effectively with other team members and external suppliers
- Recognise people's needs for alternative methods of communication and respond accordingly

### **Equality and Diversity**

The post-holder will support the equality, diversity and rights of patients, carers and colleagues to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with OneMedicalGroup procedures and policies and current legislation.
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues.
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings, priorities and rights.

### **Quality**

The post-holder will strive to improve and maintain quality, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources

### **Health & Safety**

The post-holder will assist in promoting and maintaining their own and others' health, safety and security as defined in the Practice Health & Safety Policy, to include:-

- Using security systems within the workplace according to guidelines
- Identifying the risks involved in work activities and understanding such activities in a way that manages those risks
- Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards
- Reporting potential risks identified

### **Confidentiality**

- In the performance of the duties outlined in this Job Description, the post-holder may have access to confidential information relating to patients and their carers, OneMedical staff and other healthcare workers. They may also have access to information relating to the business. All such information from any source is to be regarded as strictly confidential.





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- The post holder will be required to adhere to their confidentiality agreement at all times.

**Note**

This job description is not intended to form part of the contract of employment or to be a complete list of duties and responsibilities, but it is a guide, for information, to the job. It will be periodically reviewed in the light of developing work requirements in the role. The post holder will participate in the review.





**PERSON SPECIFICATION: Team Administrative Assistant**

Criteria		Essential	Desirable
Qualifications & Training	<ul style="list-style-type: none"> <li>▪ Educated to degree level or equivalent level of practical experience</li> <li>▪ Possess RSA III Word Processing/ Information Technology or equivalent</li> </ul>	X	X
Knowledge and experience	<ul style="list-style-type: none"> <li>▪ Extensive experience of the NHS Pension and its various schemes</li> <li>▪ Significant experience using Microsoft Office in an administrative setting; in particular Word, Excel, PowerPoint and Outlook</li> <li>▪ Experience of working for a healthcare organisation</li> <li>▪ Work within standard operating procedures and work autonomously with little direction</li> </ul>	X   X	X  X
Skills & capabilities	<ul style="list-style-type: none"> <li>▪ Strong administrative skills</li> <li>▪ Outstanding communication and organisational skills</li> <li>▪ Efficient, effective time management</li> <li>▪ Able to work to tight deadlines</li> <li>▪ To be able to deliver and provide pension presentations</li> <li>▪ Able to demonstrate the ability to lead on particular pension projects</li> </ul>	X X X X X X	
Behaviours	<ul style="list-style-type: none"> <li>▪ Friendly, professional demeanour</li> <li>▪ Able to use own initiative</li> <li>▪ All round team player</li> <li>▪ Punctual</li> <li>▪ Self-motivated</li> <li>▪ Resilience</li> </ul>	X X X X X X	
Equality, diversion and inclusion	<ul style="list-style-type: none"> <li>▪ Understanding of and commitment to equality of opportunity and good working relationships, both in terms of day to day working practices, but also in relation to management systems</li> </ul>	X	
Other Requirements	<ul style="list-style-type: none"> <li>▪ Ability to maintain confidentiality and trust</li> <li>▪ An awareness of information governance and data protection</li> <li>▪ Commitment to continuing professional development</li> </ul>	X X X	

