**Job and Person Profile (JPP)**

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| **Job details** |
| **Job title** | Senior Pensions Officer |
| **Job Reference** | 20544 |
| **Grade and Salary** | 5 - £34,434 per annum (pro rata for part time)This role includes performance related pay progression |
| **Service and Team** | Finance, Pensions  |
| **Location** | Endeavour House, 8 Russell Road, Ipswich IP1 2BX – Hybrid working |
| **Hours per week** | 37 |
| **Status** | **Permanent**  |
| This role may offer the following flexible working options | * *Working part time hours (eg different hours/days to those advertised)*
* *Job sharing*
* *Working compressed hours (eg a nine-day fortnight)*
* *Term time working (including partial term-time working)*
* *Use of flexitime / time off in lieu*
* *Hybrid working options, including some home working*
* *Working from different Council buildings*
* *Working adjusted core hours (eg starting later and finishing later or other patterns)*
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| **About us** |

As a modern and effective council, we understand the importance of being flexible and well-connected in the ways we work. We focus our ambitions on doing what’s right for people, our partners and our communities - both now and for the future.

That’s why, as one of the largest employers in Suffolk, we believe in empowering everyone. Through career variety and collaborative working, accessible career paths and professional development.

The support and care we offer encourages and enables you to be the best you can be. To make a meaningful impact on the world around you. To achieve a unique sense of pride in what you do, why you do it and where. **Reimagine the possibilities.**

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| **Main purpose of the job** |

This role supports the delivery of the pensions service, providing a proactive, efficient service to customers, employers and their employees which is accurate, timely and complies with relevant legislation.

The post holder will be the escalation point for other team members who require advice and assistance with more complex pension queries.

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| **Main Activities and Responsibilities**  |

* To manage the team that provides pensions administration services, ensuring the monthly and annual pensions cycle is processed accurately and in a timely manner.
* To ensure all services are delivered in accordance with agreed policies, standards, procedures and guidelines and in accordance with best practice.
* To be responsible for the reconciliations between the pensions system and financial system
* To support the development, testing and implementation of service changes in relation to pensions administration services
* The post holder will have direct line management responsibility for the team and will have a role in mentoring and developing staff.
* To support the Pensions Operations Manager and deputise as appropriate.

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| **Level of Autonomy and Decision Making**  |

* The post holder is expected to work autonomously on a day to day basis but is able to consult with more senior members of the team for advice.
* The post holder will work within recognised guidelines and follow procedures but is expected to exercise discretion and initiative and respond independently to unanticipated problems and situations
* The post holder will provide guidance and advice to other team members

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| **Current Objectives for the job** |

* The role supports the Head of Pensions in ensuring proper administration of pension affairs and compliance standards.

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| **Person Profile – what you will bring to the team** |

**Qualifications and professional memberships**

1. Relevant qualification at graduate level or NVQ4 or equivalent knowledge and experience

**Values and personal qualities**

1. Demonstrates a passion for making a positive difference for Suffolk.
2. Shares our [WE ASPIRE](https://www.careers.suffolk.gov.uk/home/about/our-values) Values and strives to lead by example in relation to these.
3. A strong commitment to fairness and Equality, Diversity and Inclusion (EDI).
4. Strives to continuously improve in everything they do, taking the initiative to learn and develop.
5. Brings creativity into their work through innovation and openness to change.
6. Collaborates well with others and offers assistance and support to colleagues.

**Specialist knowledge skills and experience**

1. Broad knowledge and understanding of pensions standards, relevant procedures, legislation and legal requirements.
2. Ability to understand and interpret pensions policies, procedures and legislation and to clearly convey key information to a range of audiences at an appropriate level to customer understanding.
3. Evidence of good verbal and written communication skills
4. Ability to manipulate and interpret data to generate reporting information including financial information
5. Ability to undertake analysis and facilitate implementation of customer requirements
6. IT literate, particularly in excel and understanding pensions and finance systems
7. Ability to objectively review working practices in order to create improvements and efficiencies
8. Ability to plan and prioritise workload
9. High degree of accuracy and keyboard precision
10. Self-Motivated
11. Sound knowledge and understanding of customer service
12. Ability to communicate both verbally and in writing pensions information to a range of audiences
13. Advisory & guidance skills to persuade others to adopt/or follow policies, procedures and processes.
14. Ability to build good working relationships with colleagues and customers
15. Ability to share knowledge with other colleagues
16. Actively embraces change
17. Proven ability to remain calm under pressure and meet deadlines
18. Demonstrable experience of working in a busy team

**Additional requirements**

1. Good knowledge of health and safety issues
2. Ability and willingness to work flexible hours to deliver required outputs

**Desirable**

1. Working towards CIPP qualification
2. Evidence of recent experience within a large and complex organisation
3. Basic understanding of negotiation and influencing skills.
4. Previous experience of supervising a team

If you think you have what it takes to be successful in this role, even if you don’t meet all the criteria, please apply. We’d appreciate the opportunity to consider your application.

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| **Travel requirements** |

**Infrequent Travel** - On occasions, there may be a requirement for you to travel using reasonable and suitable means available to you.

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| **Our values – WE ASPIRE** |



At Suffolk County Council our WE ASPIRE values set out the behaviours we expect from everyone in the organisation regardless of who they are, what their role or grade is or where they work.

The values have been developed through feedback and input from employees at the council and underpin how we go about our everyday work. They define us and help us to be the best we can be.

Visit our [**careers pages**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) for more information on our WE ASPIRE values.

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| **Our Customer Commitment** |



In addition to our WE ASPIRE values, we also have a **Customer Commitment** which sets out a number of strong principles that help support high standards of customer service and care that we can all endeavour to consistently demonstrate.

For more information, view our [**Customer Commitment poster.**](https://sccrecruit.blob.core.windows.net/assets/SCC/Other-Docs/17.06.2020_%20CUSTOMER_COMMITMENT_POSTER.pdf)

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| **More information for recruitment applicants** |

We offer a fantastic working environment including diverse and active staff networks,

great flexible working options and many benefits, as well as the opportunity to improve the lives of Suffolk residents.

Visit the [**Suffolk County Council career website**](https://eoce.fa.em3.oraclecloud.com/hcmUI/CandidateExperience/en/sites/CX_3001/pages/11002) to learn more, including information about adjustments to recruitment processes, our interview schemes and other commitments to equality, diversity and inclusion.