

Job Title	Pensions Officer
Pay Grade	G6
Directorate	Resources & Innovation
Division	HR&OD
Reports to	Pensions Team Leader
Location	Harrow Council Hub
Role Purpose - To administer and process pension benefits on behalf of the Local Government Pension Scheme (LGPS) and support administration of the National Health Service Pension Scheme (NHSPS) and Teachers Pensions Scheme (TPS) - To act as first-point of contact to the full range of clients (Scheme members, employers, Admitted Bodies and Scheduled Bodies). - To perform the duties of the post in a manner that reflects excellent service to clients and ensure that the Pensions team meets or exceeds its challenging performance targets. - To support the Pensions Assistants in general duties relating to Pensions administration. - To lead a minor project team within Pensions when required.	
Job Context (Key outputs of team/role) The post holder must: Maintain accurate and up to date records of Harrow LGPS, NHSPS and TPS member benefits and personal details and work to ensure the Harrow Pension Schemes are compliant with scheme regulations. Provide, to a standard of excellence, all service aspects of the Pensions team Support management in maintaining and further developing pensions ICT systems Work successfully under pressure with a varied workload ensuring the agreed deadlines are met. Deliver a high standard of service to all relevant stakeholders.	
Main Duties: - To manage, monitor and process a task list of pension benefits in a timely manner. - To manage the full range of LGPS pension benefit processes. This includes: - Ensuring the members are informed of their benefits in line with departmental deadlines. - Liaising with employers to ensure any data received is accurate and advising of any corrections needed. - Promptly paying monthly and lump sum benefits. - Investigating and analysing each aggregation case and independently determining which process will need to be followed. - Manually updating each member record to reflect that decision. - Advising members and other parties regarding their transfer options. - Calculating and checking APP and final pay calculations where necessary. - Ensuring that each ill-health category has been correctly applied to the members benefits with any enhancements necessary. - Calculating the death grant and using discretion to determine who the death grant should be payable to. - Checking that spouse's pensions are correct utilising knowledge and understanding of historical regulations and recovering any overpayments in a sensitive manner. - Ensuring that payments relating to spouse's, child's pensions and death grants are made promptly. - Calculating any tax due on death grants where necessary.	

3. Analysing, interpreting, adhering to and applying various Pensions legislation and relevant LGPS regulations to calculations to ensure accuracy of casework.
4. Checking of Pension Assistant and other Pensions Officer's work.
5. Liaise directly with pension scheme members, employers, external bodies via e-mail, telephone or in person.
6. Ensure the accurate and timely running and validation of the pensioner payroll, particularly: -
 - a) Set-up new pensioners.
 - b) Amendments to address and bank details
 - c) Raise additional deductions / payments (e.g. GMP's, Council Tax, etc).
 - d) Calculate and check annual pensions increase.
 - e) Respond to pensioner payroll enquiries
 - f) Distribution of pensioner payslips
7. To ensure that data/processes are maintained both within and external to the Pensions ICT system.
8. To provide Pension Assistants with direction, support and training.
9. To maintain an understanding and knowledge of the TPS and NHSPS processes and be able to cover work in those areas as and when requested by team leaders
10. Respond to Internal/External Audit queries.
11. To participate in continuing professional development in accordance with the requirements of the service.
12. Work in collaboration with HR & OD colleagues to support the achievement of the HR & OD agenda. Contribute to the development of service plans for the Human Resources and Organisational Development Division.
13. Support and contribute to the development, delivery, monitoring and review of the Council's Workforce Strategy.
14. Carry out duties in a manner that identifies the wider impact of client's requests/queries.
15. This is a description of the duties and responsibilities of the post at the date of publication. The duties may change over time as requirements and circumstances change. The person in post may also have to carry out other duties as may be necessary from time to time.

Generic Duties

To demonstrate a commitment to the Council's Equal Opportunities Policy and the ability to understand and implement the policy in relation to the job responsibilities.

- To ensure compliance with your responsibilities as laid out in the council's health and safety policy and actively promote a positive health and safety culture.
- To promote and participate in the council's individual performance appraisal and development initiatives and information management best practices.
- To ensure compliance with the council's information security policies and maintain confidentiality.
- In accordance with the Immigration Act 2016, where the role is customer-facing, and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

Values, Behaviours, and Equalities

We want our colleagues to live our values. These values describe what we stand for and how we do things at Harrow whilst inspiring, challenging, and guiding us toward the delivery of our organisational ambitions and goals. Our three values are:

Working Together, Driving Delivery, Shaping the Future

These values will also help us to achieve our equality vision of being a proud, fair & cohesive Harrow, a great place to live, work & visit.

Selection Criteria

Knowledge, Skills, and Experience			
Role requirements			
- Knowledge of public sector pension schemes. Demonstrate a working knowledge and understanding of pension legislation. - Able to handle, in an efficient manner, client pension related enquiries raised through telephony, written communication, in person or through electronic format. - Understanding of pensioner payroll processes. - Must have a clear understanding of the diverse nature of Harrow's communities and Harrow's workforce and, the implications for the organisation development intervention. - Practical experience of ICT systems including working knowledge of IT programs (e.g. MS Office tools). - Experience of prioritising own workload in accordance with business needs and of working to tight deadlines within a performance management environment. - Strong effective working relationships, ability to interact with members of the pension scheme, internal departments and external bodies to deliver pensions services. - Dealing with clients in difficult or sensitive situations in a professional manner applying judgment as to whether or not the enquiry / complaint requires escalation. - Numerate – production of accurate figure work and able to deal with complex figure work. - Ability to provide information on the LGPS, NHSPS and TPS, ensuring procedures and pension regulations are complied with in full. - Good communication skills both written and oral. Ability to record areas of concern and suggest improvements. - Must be equally capable of working as a team member or under own initiative. - Must demonstrate the ability to achieve targets and objectives.	Essential	Desirable	
			✓
	✓		
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Qualifications			
Role Requirements.			
	Job specific examples (If left blank, refer to left-hand column)	Essential	Desirable
Educated to degree level or equivalent or has the equivalent relevant work experience.		✓	
Other Requirements			
The job involves travel for business purposes: No.			
Management Competencies <i>These competencies are relevant to all roles with responsibility for managing staff.</i>			
- Resident Focus - Communicating with Impact			

• Works in partnership • Political understanding • Managing Performance and Delivering Results	• Financial Grip and Business Focus • Data-Driven Decision Making • Nurturing Talent and Building Careers • Corporate Awareness

Manager Signature	Employee Signature
Job Title	Job Title
Date	Date