

Job Description

Job Title: Pensions Officer	Service Area: Schools HR & Payroll
Grade: Scale 6	Job Number:
Date last updated: 03.12.2019	Date of last evaluation: 12.12.2019

Our purpose is to advance children and young people's education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focussed on continuous improvement and development, work flexibly, and be customer focussed.

Job Context

To provide excellent customer service in handling and resolving first line administration queries from staff and pension scheme administrators.

1. The post holder reports to the HR Operations Manager.
2. The post holder has no line management responsibility. May on occasions be asked to provide guidance on own area of work to new staff.

Purpose of Role

The Pensions Officer is responsible for day to day administration in relation to the support staff Local Government Pension Scheme and Teachers' Pensions. They are also a point of contact for any queries from employees.

The Pensions Officer will be expected to resolve pensions membership queries and update records on membership portals.

Many aspects of the role will involve preparation and manipulation of pensions data including data validation using various computerised payroll systems.

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

- Be the first point of contact for school staff, ensuring they are provided with timely responses to queries and day to day support.
- Responsible for calculations, advice and information given to school staff.
- Responsible for calculations and information given to the relevant pension schemes.
- Responsible for resolving queries on the Local Pension Partnership and Teachers' Pensions portals.
- Responsible for updating teachers records held by Teachers' Pensions and updating where necessary by completing missing service templates.

The job holder will have excellent communication skills and be capable of interacting with staff at all levels within schools, The Education Space and external bodies such as LGPS, TP, LBN and our third part payroll provider.

Working Conditions/Circumstances

- All staff are expected to act as ambassadors for the HR Shared Service (HRSS). All staff are required to develop a good understanding of all services offered and proactively promote these to existing and potential customers as appropriate.
- Flexi time is available upon agreement with the post holder's line manager and conducive to the business operation.
- All staff are expected to demonstrate a flexible approach in the delivery of work within HRSS. They are required to be proactive members of the team and work closely with all other members to ensure both timely and best outcomes are achieved for all customers. To support this approach, all staff may be required to work with external and internal partners, work across formal lines of accountability and perform duties not specifically identified in the job description but which are in line with the general level of responsibility of the post.

Person Specification

SAFEGUARDING

We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key Criteria

Criteria E = Essential D= Desirable	
EDUCATION	
Minimum of C Grade in English & Maths at GCSE (or equivalent) or relevant experience	E
Relevant pensions qualification	D
KNOWLEDGE, SKILLS & EXPERIENCE	
Experience of working in a pensions administration role.	E
Knowledge and understanding of Local Government Pension Scheme	D
Knowledge and understanding of the Teachers' Pension scheme	D
Ability to advise on criteria for membership, refunds and changes	E
Ability to investigate and resolve discrepancies and queries	E
Experience of working effectively as part of a team	E
Basic knowledge of school staff pay	D

Criteria E = Essential D= Desirable

Experience of using word processing packages, spreadsheets, email and third-party portal software	E
Excellent interpersonal skills to deal with challenging situations and relationships with key stakeholders	E
Ability to quickly understand, interpret and clearly explain complex issues in a non-technical manner, often in situations where maintaining and enhancing the reputation of the organisation is key	E
Excellent communication, verbal and written, skills	E
Ability to summarise and present information in a relevant way to different audiences	E
A proactive approach with the ability to generate new ideas	E
Ability to manage workload with competing priorities and frequent interruptions that require urgent attention	E
Ability to work responsibly in dealing with confidential/sensitive information	E
Willingness to undertake further training as required for professional development	E
PERSONAL ATTRIBUTES AND OTHER REQUIREMENTS	
Able to deal with sensitive HR matters with tact and discretion	E
Be relied upon as subject matter expert in own field	E
Be an ambassador for NPW both internally and externally	E
Be an engaged and positive team member	E
Strive for excellence in own work and that of HR Shared Services	E
Creative thinking and open to new ways of working	D

Core Competencies

The framework has various levels within each competency to make it relevant for all grades of employees. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
<p>Customer Care and Service Delivery</p> <p>Understanding the needs of the customer and prioritising to ensure customer satisfaction.</p>	1	<ul style="list-style-type: none"> • Understands what good customer service is and provides an excellent service to all customers. • Meets immediate needs of customers and colleagues promptly. • Recognises customer dissatisfaction and responds positively to address and prevent it. • Takes personal responsibility for own work and considers the customer when making prioritising tasks.
<p>Collaborative Working</p> <p>Working with and understanding the roles of internal staff / service and external agencies.</p>	1	<ul style="list-style-type: none"> • Offers to help when resources or deadlines are tight. • Shares information with colleagues to achieve consistency. • Works collaboratively with people from other teams / services to provide the best service for the customer. • Works sensitively with others, taking their needs into consideration. • Responds positively to requests for help and support.
<p>Seeking Excellence</p> <p>Identifying potential for improvement in our own service area and NPW as an organisation.</p>	1	<ul style="list-style-type: none"> • Recognises the need to develop and asks for feedback to improve. • Tries out or suggests improvements to own work processes. • Works to new timetables or priorities without complaint. • Willingly adjusts to new tasks and methods. • Has an awareness of the financial implications of own role and team.
<p>Communication and Relationships</p> <p>Ability to work effectively with other people via different</p>	1	<ul style="list-style-type: none"> • Is clear and concise, using language relevant to the customer / colleague. • Presents information and ideas in an easy to understand format.

Competency	Level	Description
<p>methods, both inside and outside of NPW, building and promoting effective working relationships.</p>		<ul style="list-style-type: none"> • Actively listens and asks questions when unsure. • Raises difficult issues with colleagues to improve relationships or sort out misunderstandings. • Checks to make sure that there is a shared understanding.
<p>Achieving Results</p> <p>How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.</p>	<p>1</p>	<ul style="list-style-type: none"> • Keeps relevant people informed of progress and issues on key tasks. • Follows procedures which are designed to meet agreed standards. • Works effectively and makes decisions appropriate to their role. • Regularly reviews progress and standards against objectives. • Doesn't get distracted by people and activities around them.

Specific Competencies

Competency	Level	Description
<p>Forward Planning</p> <p>Having a clear plan for achieving objectives and monitoring progress</p>	1	<ul style="list-style-type: none"> • Plans own workloads to meet agreed deadlines, objectives and priorities. • Keeps track of tasks without being reminded. • Checks own work for quality and accuracy against agreed standards. • Alerts others if potential problems appear. • Plans and prioritises workload appropriately. • Makes effective use of time.
<p>Business Awareness</p> <p>Understanding the direction and strategic plan for our service area and NPW as an organisation.</p>	1	<ul style="list-style-type: none"> • Shows understanding of the purpose of own job within the organisation. • Is aware of the services provided throughout all departments within the organisation. • Understanding the strategic themes and their importance to the business. • Shows understanding of the knock-on effects of mistakes and poor communication.