

Job Description

Job Title	Pensions Officer
Directorate:	Strategy & Change
Service Area	People and Organisational Culture
Grade	Grade 5
Competency Level	Level 1
Salary	£31,022 - £35,412
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not required
Job Evaluation Ref No	

Job Purpose

Support the efficient administration of a high quality, accurate and timely pension function for a range of customers and in accordance with statutory, legislative and contractual obligations.

Directly Responsible For:

None



Merseyside & Cheshire LGBTIQ+ Chartermark

Directly Responsible To:

Team Leader Pensions

Main Areas of Responsibility:

- Undertake the administration of pension processing tasks for a range of customer pension schemes
- Maintain a thorough knowledge of all customer pension scheme regulations
- Undertake comprehensive testing of changes relating to pensions
- Update processes and user guidance following implemented changes
- Undertake the administration of the full end to end pensions processing tasks for an allocation of employees when require
- Process all pensions changes and payments notified by schools not on Liverpool City Council Payroll
- Produce estimates of pension benefits and associated correspondence for all types of estimate requirements
- Produce estimates of entitlement and associated employer costs in accordance with LCC's Discretionary Compensation Scheme
- Provide guidance on all pension scheme rules and regulations
- Adhere to Pensions regulator guidance and regulations
- Assist in the production of monthly and year end returns relating to all pension schemes
- Monitor and update the intranet / Ednet pages as directed by the pension's

team leader

- Maintain the Payroll Quality Partnership accreditation (PQP), participate in a personal and professional development programme, including rotation of duties within the payroll and pensions team
- Preparing, scanning and indexing of pension's documentation
- Ensure that all duly authorised notifications of adjustments to existing pension's records are made within one pay period of notification and that they are calculated and paid in compliance with all legislative frameworks governing pensions
- Calculate and provide all necessary pensions documentation to the relevant pensions authority in a timely manner. To include details for starters, leavers, optants out, personal changes, maternities, strikes and certificates of confirmation salary details pay protection, and any others required
- Ensure the application of, and adherence to, the statutory pension legislation
- Recalculate pension contribution payments and administer arrears, in line with approved changes
- Maintain the Payroll and Pensions Service mailbox
- Assist the pensions and payroll support team leader in the monitoring and payment of expenses
- Contribute to the support of payroll and pensions income generation through administration of salary sacrifice schemes as directed by the team leader
- Build and maintain effective working relationships with customers and colleagues

- Ensure compliance with service level agreements and KPI's
- Comply with the Payroll and Pension Service confidentiality agreement and the Data Protection Act.
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken

It must be understood that every employee has a responsibility to ensure that their work complies with all statutory requirements with Standing Orders and Financial Regulations of the City Council and to ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility.

Supervision and Management Responsibility:

No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact.

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities.

Physical Demands of the Job:

- This position will involve sitting at a computer desk and user a computer for prolonged periods of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan.
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level 1.



[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- CIPP or equivalent qualification (or working towards obtaining within 2 years of commencing in post), or relevant pensions experience (A.I)

Experience

Essential

- Experience in the administration of pensions within a large and complex organisation (A.I)
- A good knowledge of employer processes relating to the Local Government, Teachers, NHS and Defined Contribution Pension Schemes (A.I)
- Understanding of Pensions Auto Enrolment and employer responsibilities and processes (A.I)
- Awareness and understanding of developments in legislation affecting the areas of pensions (A.I)

Desirable

- Evidence of employer administration of multiple pension schemes

- Evidence of supporting payroll including activities relating to salary sacrifice and expense payments
- Communicating successfully with managers, employees, the public, internal and external organisations across all levels
- Evidence of supporting the establishment of a customer first culture and of personally providing high standards of customer service
- Evidence of a personal commitment to self and professional development
- Evidence of an understanding of the legal and financial workings of local government

Skills/Abilities

Essential

- Good level of IT literacy, including the use of software packages and databases (A.I)

Desirable

- Good analytical and literacy skills with the ability to respond to and produce professional documents
- Preparing/producing reports as and when required
- Ability to work to demanding deadlines sometimes under pressure

Commitment

Essential

- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance (A.I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council

