

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Chief Executive	SERVICE GROUP: WYPF
POST TITLE: Pensions Officer (Contact Centre)	REPORTS TO: Team Manager
GRADE: Band 5/8	SAP POSITION NUMBER :

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

For posts where employees speak directly to members of the Public the post holder is required to demonstrate their ability to speak fluently in English.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes. **Please see the separate guidance information on how to complete the form located on Bradnet.**

Key Purpose of Post:

1. To provide a Contact Centre (Telephone and Reception) and Document Imaging service for the LGPS and Fire Pension Schemes administered by WYPF covering more than 800 employers under the umbrella of numerous pension fund clients (4 LGPS + 16 Fire Scheme) and in excess of 400,000 members.
2. Establish an understanding of the pension scheme provisions and requirements. Develop high level customer service skills and an understanding of the requirements of the membership types.
3. Work under pressure to deal with large call volumes and keep an accurate record of customer calls by recording information into the members record on the pensions administration system.
4. Assist Senior Pensions Officers (SPOs) in carrying out the day to day operation of the team by monitoring and prioritising urgent cases and providing training, help and support to colleagues.

Main Responsibilities of Post:

Level 1 – (Band 5/6) - Principal Duties

At this level Pension Officers are required to

- 1 Develop and apply specialist knowledge of the LGPS and Fire Pension Scheme regulations and associated legislation such as HMRC taxation rules, Financial Conduct Authority guidelines to enable delivery of the pension service to active, deferred and pensioner members in the schemes administered by WYPF.
- 2 Understand WYPF documentation and working procedures, navigate the pension administration and workflow systems (UPM) and verify electronically scanned documents against records and the processes.
- 3 Develop customer service skills and an understanding of the requirements of the different types of membership (active, deferred and pensioner) and deal with them in a courteous and professional manner at all times. Display a substantial degree of tact, empathy and understanding and providing information which is accurate, considered and unbiased and requires a high degree of emotional intelligence
- 4 Understand the principles and requirements of the General Data Protection Regulations and apply these to the handling of confidential information regarding scheme members and employers, on a daily basis.
- 5 Deal with and write a broad range of correspondence, requests and queries, including personal visits and telephone queries from scheme members, from employers and third parties, confidently and competently with minimal supervision.
- 6 Deal with incoming post to ensure it is scanned on to the appropriate record and the correct workflow is initiated, returning any sensitive and confidential original documents i.e death and birth certificates, wills etc.
7. Deal with outgoing post to ensure it is available for collection at the designated times.

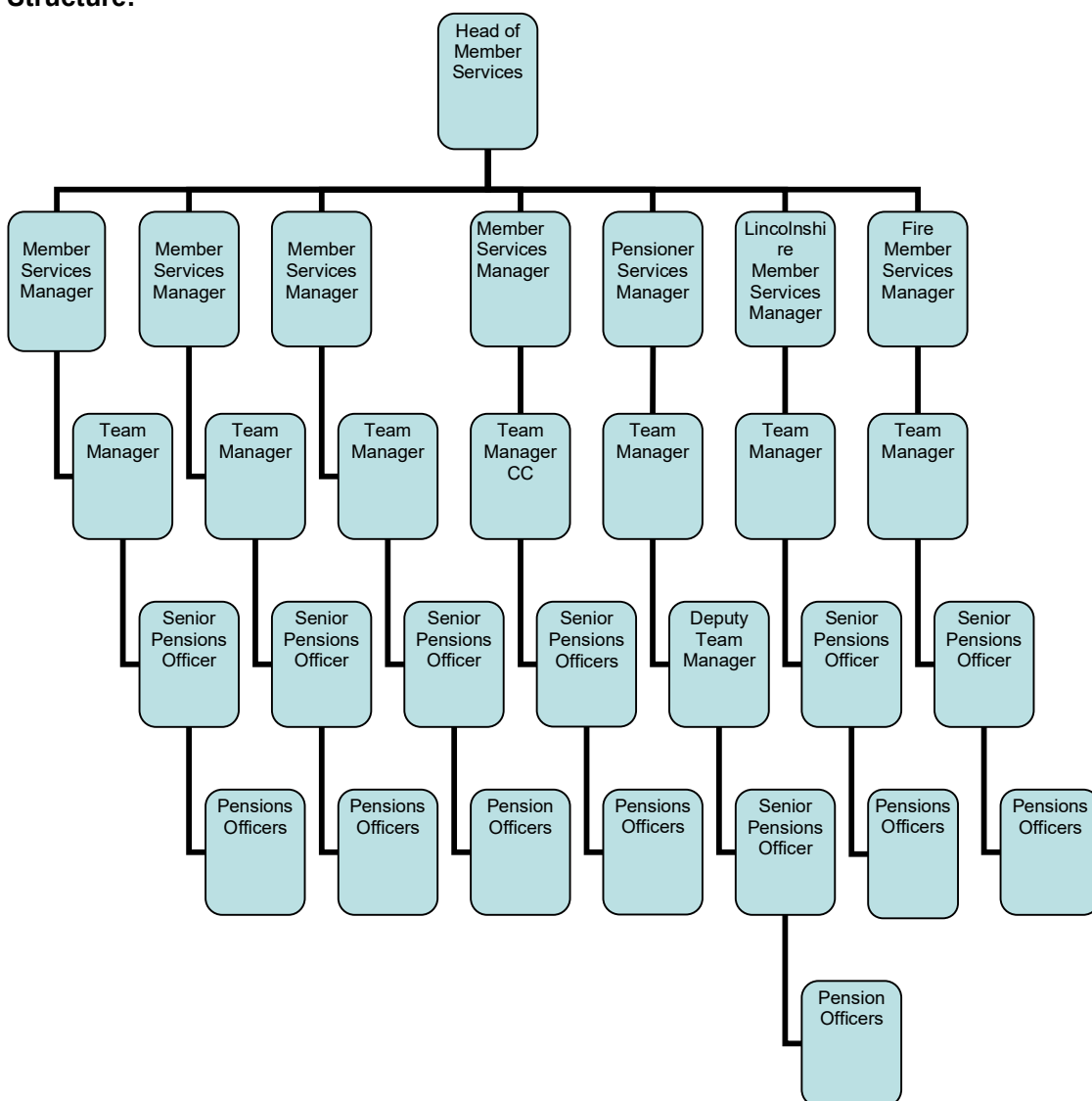
Level 2 – (Band 7) - Principal Duties – in addition to above

- 7 Determine the accuracy and validity of incoming data, documents or requests, which may not be readily apparent. For example, reconciling data received from employers to the data held on record before updating records to ensure a high standard of accuracy whilst working to tight deadlines.
- 8 Manage own allocated workload, prioritising cases, undertaking other urgent work whilst working to strict deadlines, with a minimum of supervision. Provide business support to other teams in the organisation as and when required to promote a one team approach.
- 9 Assist SPOs to investigate, validate and correct errors and undertake complex calculations using Excel spreadsheets and manual calculations to improve own knowledge and ability.
- 10 Provide technical support and training to fellow Pension Officers including new colleagues in the team as directed by SPOs or Team Manager.
- 11 Responsible for the correct application of WYPF's Quality system and identify any service improvements to SPOs or Team Manager.
- 12 Strong analytical skills to enable problem solving on pension/payroll records and technical issues on My Pension On-line

Level 3 – (Band 8) - Principal Duties – in addition to above

- 13 Promote and assist in continuous improvement by exploring ways of improving WYPF's procedures and documents by forwarding suggestions and liaising with WYPF ICT & UPM Team in implementing positive system changes and changes to my Pension online
- 14 Assist the Team Manager to identify and assess own personal development requirements through active participation in performance appraisals and progression

- scheme reviews.
- 15 Assist in the development and implementation of new working practices and technologies in line with changing service needs and changing legislation and participate in project group discussions to improve service provision, working practices and efficiencies.
 - 16 Undertake the peer checking of cases to assist SPOs and develop these skills for future progression.
 - 17 Deputise for SPOs.

Structure:**Special Knowledge Requirement. Will be used for shortlisting.**

	Essential
Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column.	
Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work. Awareness of data protection and data security protocols.	X
Uses a range of IT packages relating to area of work e.g. Microsoft Excel, Word &	X

Outlook.	
Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.	X
Knows and understands how to use, interpret, handle and communicate information	X
Able to recognise service delivery requirements and effectively communicate with customers, dealing with correspondence, queries and requests in a timely and accurate manner.	X
Uses organisational skills to manage own workload, exercising good judgement and initiative to prioritise work, work to strict deadline and be responsible for own service provision.	X
Experience of training and mentoring of colleagues	
A working knowledge of pensions administration or payroll systems	
Relevant experience requirement: Will be used for shortlisting	
<u>Level 1 – (Band 5/6)</u> Recent experience of interacting with the public. Experience of teamwork. Experience of pension scheme or payroll administration, or office work would be desirable but not essential.	
<u>Level 2 – (Band 7)</u> As above, but 2 years experience of pension scheme and/or payroll administration. Experience of training and mentoring staff.	
<u>Level 3 – (Band 8)</u> As above, but 3 years experience of pension scheme and/or payroll administration. At least 1 years recent and relevant experience of training, monitoring and supervising staff.	
Relevant professional qualifications requirement: Will be used for shortlisting	
<u>For commencement at Level 1 – (Band 5/6):</u> 5 GCSE Grade C or above (Including English & Maths), or equivalent qualifications.	
<u>For commencement at Level 2 – (Band 7):</u> 5 GCSE Grade C or above (Including English & Maths), or equivalent qualifications.	
<u>At Level 3 – (Band 8):</u> 5 GCSE Grade C or above (Including English & Maths), or equivalent qualifications. Must have completed the Certificate in Pensions Administration (CPA) qualification OR currently be studying for the CPA qualification.	
Core Employee competencies to be used at the interview stage.	

Carries Out Performance Management		
Covers the employee's capacity to manage their workload and carry out a number of specific tasks accurately and to a high standard.		
Communicates Effectively		
Covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships; giving advice and guidance; counselling, negotiating and persuading and handling private, confidential and sensitive information.		
Carries Out Effective Decision Making		
Covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work.		
Undertakes Structured Problem Solving Activity		
Covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking; developing practical solutions; applying problem solving strategies and managing interpersonal relationships.		
Operates with Dignity and Respect		
Covers promoting equality, treating all people fairly and with dignity and respect, maintains impartiality/fairness with all people, is aware of the barriers people face.		
Working Conditions:		
Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions.		
Special Conditions:		
You will be informed if there is a requirement for the post to have recruitment checks such as DBS, Warner Process.		
Compiled by: Yunus Gajra / updated by Grace Kitchen	Grade Assessment Date: July 2020	Post Grade: Band 5/8
Date: March 2022		