**CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL**

**JOB PROFILE**

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| **DEPARTMENT:** Corporate Resources  | **SERVICE GROUP:** Revs, Bens & Payroll  |
| **POST TITLE:** Pension Liaison Officer  | **REPORTS TO:** Payroll Liaison Team Manager  |
| **GRADE:** Band 5/6/7  | **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.

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| **Key Purpose of Post:**  |
| Assist the Pension Liaison Team Manager in the provision of a centralised pensions service for the Local Authority and external employers.  Deal with all issues arising regarding the Statutory Pension Scheme Regulations referring only the most complex to the Pension Liaison Team Manager.  Provide guidance on pension matters to ensure compliance with the Statutory Pension Regulations, policies and procedures.  |
| **Main Responsibilities of Post:** |
|  1. Ensure the prompt processing of all Statutory Pension Scheme related conditions of service to agreed deadlines including but not limited to Starters, Leavers, Changes of Hours, Retirement Forms, Opt Out/In Forms and Annual Statements and Returns.

 1. To promptly deal with individual pension enquiries and provide professional, customer focused advice and guidance on all LGPS, NHS and Teachers’ Pension related
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| matters.  1. Keep abreast of changes in LGPS/NHS/Teachers’ Pensions regulations and ensuring that this information is disseminated as appropriate and reflected in all relevant policies and procedures.

 1. Assist in the instruction and on the job training of staff which may involve individual development training and support with new or less experienced members of staff.

 1. Accurately operate and advise on the use of the SAP and any other Pension ICT systems.

 1. Act as a designated contact for queries from Statutory Pension scheme providers, investigate and provide resolutions to the scheme provider.

 1. To assist in the development of systems and procedures which act as a source of both accurate and efficient pension processing in order to produce management information.

 1. To assist in supporting managers on pay related Statutory Pension Scheme Regulation issues.

 1. Work closely with the Payroll Services to ensure efficient systems are in place for setting up new starter pension options and auto enrolment advice.

 1. To carry out other duties as required, which are reasonable in terms of the nature and level of the post.

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| **Structure:**Payroll and Pension Liaison Manager   Pension Liaison Team Manager **Pension Liaison Officer x 4** |

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| **Special Knowledge Requirement. Will be used for shortlisting.**  |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column**. | **Essential**  |
| Knows and understands how to use, interpret, handle and communicate large volumes of often complex and detailed information, and relay it to service users/stakeholders in writing and /or over the telephone / face to face. | X  |
| Uses knowledge of Health, Safety and Environmental policies, procedures and regulations including risks in own area of work.  |   |
| Uses a range of complex IT packages relating to area of work.  | X  |
| Ability to adopt a process of continual improvement and suggest ways of working more efficient and effectively to improve service delivery.  | X  |
| Ability to interpret employee pay and conditions and right of access to various pension schemes and able to identify elements of pay subject to pension deductions.  |   |
| Able to demonstrate a high level of numeracy, literacy and accuracy across a range of activities.  | X  |
| Carries out a variety of work practices, applies complex regulations, rules, procedures and processes across a technical/specialist area.  | X  |
| Ability to calculate pensionable pay, final pay and assumed pensionable pay.  |   |
| Understand the legislation and requirements of the Statutory Pension Schemes in relation to employee pay and pension options.  |   |
| **Relevant experience requirement: Will be used for shortlisting**  |
| The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet threshold level outlined under Special Knowledge above.  |
| 5 GCSE’s at grade A-C (including Maths and English) or equivalent OR Experience of working in an office environment involving public contact  |
| **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** A Stobbs 18/01/18 R Howden 06/07/2021 (Minor Revisions  | **Grade Assessment Date** n/a minor revisions | **Post Grade** Band 5/6/7 |