

CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL JOB PROFILE

DEPARTMENT: Chief Executive	SERVICE GROUP: WYPF
POST TITLE: Pension System Developer	REPORTS TO: Pension System Manager/ Pension System Development Manager
GRADE: SO2 – PO4 (career grade with progression)	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: Max 3
1. Develop and introduce ways in which to bring efficiencies and savings, both in time and money, into the pensions administration section. Enhancing West Yorkshire Pension Fund's (WYPF's) business partnership prospects making it a marketable commodity. 2. Take a role in the controls and testing of software updates to assist in the administration of the pension schemes for the major multi client sector pension funds administered within WYPF. 3. Make full use of the pension system functionality to improve the efficiency and effectiveness of all pension fund operations. Develop and support the electronic workflow system for staff, employers, members and pensioners across the Fund.

Main Responsibilities of Post:

ENTRY LEVEL

1. Responsible for the provision of technical, user and training demonstrations for staff and external bodies on developments in the system's functions relying on own level of knowledge and extensive expertise.
2. Support other Pension System Developers and Pension System Technicians during colleagues' absences.
3. Retain a high level of expertise of the pension schemes administered by WYPF. Take responsibility for advice, processes and documentation for the practical application by staff in the operating of the pension scheme and service provision to scheme members.
4. Responsible for delivering pension system developments, including participating in project groups, and contributing to changes to working procedures and practices and the delivery of those functions in the section.
5. Provide information to the Technical Manager / Funds Actuary on all areas of work requiring input from the actuary, including but not limited to the triennial valuation. The results of the valuation work is key to the following three years pension fund finances of all the public sector bodies and employers administered by WYPF.
6. Running database scripts to automate bulk jobs, avoiding the need for human intervention and potential error. This improves the transparency, traceability and integrity of data. Also achieving operational cost savings wherever possible across all sections of WYPF.
7. Ensure the application of appropriate Quality Assurance procedures. Receive quality audit recommendations, taking the necessary timely enhancing, corrective and preventive actions required.
8. Regular access to highly confidential information regarding staff, Pension Fund members' and employers, the unauthorised disclosure of which would prejudice the legal status and reputation of the Pension Fund.
Holds permitted, complete and unrestricted system level access.
9. Regular provision of assistance; reports and statistical information to assist with:
 - Complaints from scheme members or employers
 - IDRP, TPAS or Pension Ombudsman cases
 - Advising Management Review members, for their approval, on recommended changes to policy and practices arising from changes to legislation and to keep up with national shifts and trends in benefit services affecting scheme members.

- Performance related information and statistics to be included in client and service reports at agreed intervals, in conjunction with Management Review managers.
- Reports for JAG and the Pension Boards

ADVANCED LEVEL (additional)

10. Maintain documentation of the Pension System Team's activities. Including but not restricted to: user guides, hand over documentation, testing matrices, presentations.

11. Continually evaluate procedures and practices to determine their effectiveness against changing legislation and business requirements, developments and strategy. Building the sections capacity and capability to deliver an excellent advisory service through the efficient operation of the service by staff.

12. Suggest and find solutions to streamline the system and do this autonomously.

13. Writing and developing database scripting methods to automate bulk jobs, avoiding the need for human intervention and potential error. This improves the transparency, traceability and integrity of data. Also achieving operational cost savings wherever possible across all sections of WYPF.

14. Undertake shared supervision of the team under the direction of the Pension System Manager and Pension System Development Manager if and when required.

15. Mentor entry level staff and where appropriate.

16. Project Management across the whole service and externally.

17. Carrying out internal quality audits as scheduled by the Development Team.

FURTHER ADVANCED LEVEL (additional)

18. Liaise with external organisations, new partners and employers to build and maintain a good business and working relationship with them and ensure delivery of agreed standards of service.

19. Represent the Pension Fund at appropriate local, regional and national forums and maintain and develop working relationships with professional bodies and other groups to ensure effective representation.

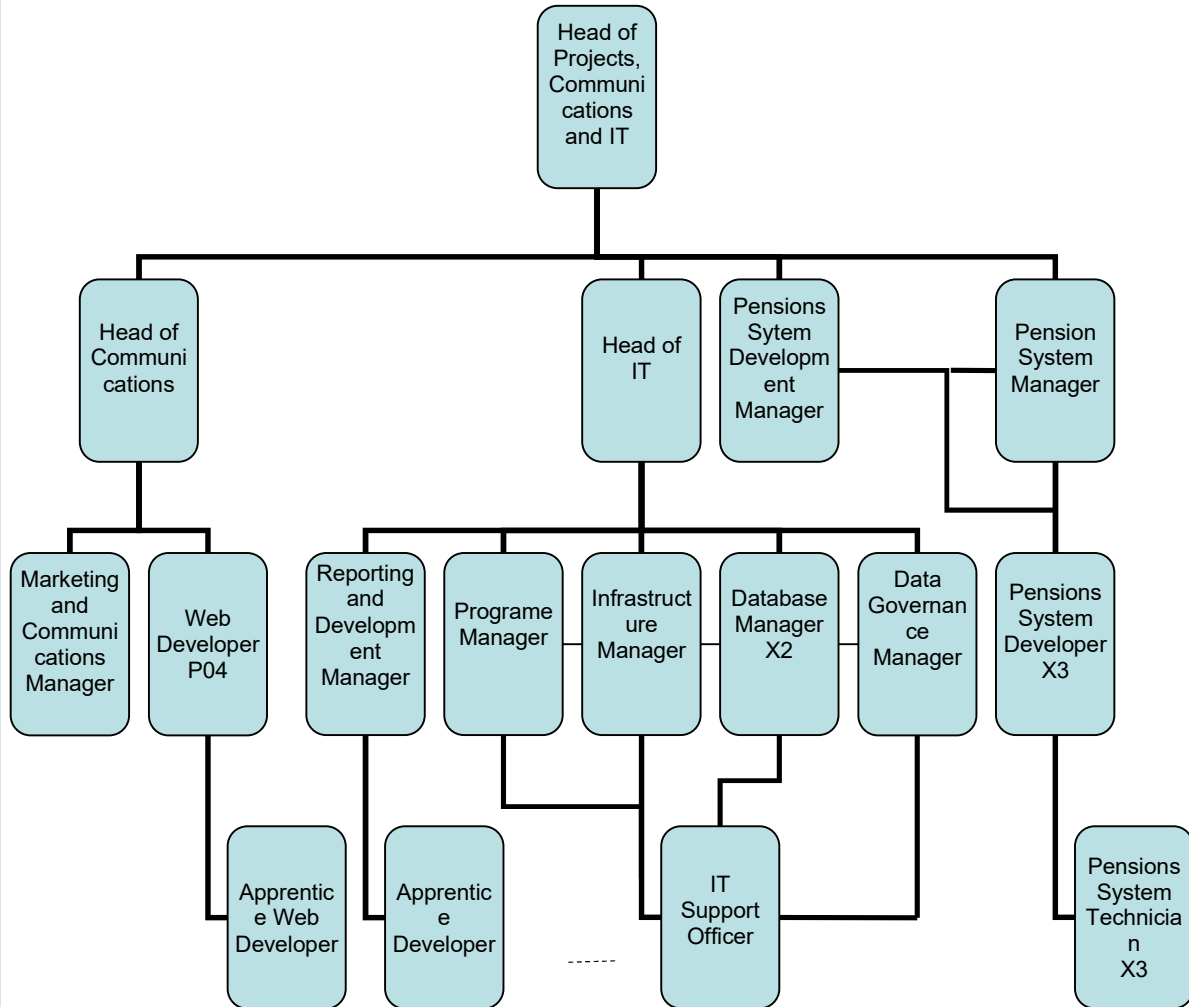
20. Involved in senior management team meetings to develop; deliver and manage the sections growing business strategy and expansion of the administration of additional pension schemes. Actively involved in the procurement, evaluation or renewing of contracts for existing or new pension scheme administration systems.

21. Responsible for close liaison and negotiation with the software provider concerning the accuracy and timeliness of software releases. Development of pension systems and subsequent demonstrations of these to the software supplier and other public sector funds and peers. Participate in appropriate user group meetings and co-ordinate with other Public Sector funds and schemes for development requests.

22. Responsible to the Pension System Manager and Pension System Development Manager, working within broad policy guidelines and objectives. Works mainly on own initiative in a highly specialised field with a high degree of discretion and delegated authority. The seniority of the post is such that the post holder is required to demonstrate strategic initiative, political awareness; professional, managerial and technical competence in carrying out the functions of the post, whilst referring matters to the Pension System Manager and Pension System Development Manager.

23. Operate in the role of deputy manager to assist the Pension System Manager and Pension System Development Manager in:

- managing the day to day operation of the pension system team.
- providing advanced technical support on law, rules, regulations, associated legislation, procedures and practices for staff and assist with complex explanations and decisions to assist staff and employers using the pension admin system.
- monitoring and improving performance standards. Devising and supplying work statistics and means of work allocation. Establish priorities and resolve problems within the team to ensure good team performance and delivery of service.
- with assistance from the Pension System Manager and Pension System Development Manager, manage the Team in their absence and represent the team or section at meetings, user groups etc. within and outside WYPF. e.g. Big 6 Employers meetings, internal development meetings.

Structure:

Special Knowledge Requirement: Essential for shortlisting.

Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column

	Essential
Due to the Governments Fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level of sensitive interaction with the public,(e.g. in children's centres) – where the person is able to demonstrate that they can during the interview: a) Can express themselves fluently and spontaneously , almost effortlessly b) Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language	x

Carries out the working practices, procedures and basic operations across a specialist area or number of specialist areas within the public sector pension benefits and software industry.	x
Uses knowledge, safety and environmental policies , procedures and regulations, including risk in own area and/or other areas of work including pensions and overriding legislation.	x
Specialises in using and developing ICT systems across own work area and or across other areas of work.	x
Oversees or contributes to the management of a budget , keeping costs within agreed levels for own area of responsibility.	
Uses, interprets, analyses, communicates complex numerical and database information	
Responsible for pension system developments, including leading project groups, overseeing and authorising changes to working procedures and practices and the delivery of those functions in the section. Continually evaluate such systems and determine their effectiveness against changing legislation and requirements.	
Receive pension system issues. Evaluate and measure their impact on service delivery and provide necessary changes to working practices. Provide detailed information to software supplier and monitor progress. Test updated software and fixes while maintaining system stability and accuracy.	
Participate in the provision of and interpretation of information in connection with the benchmarking exercises undertaken by the Fund.	
Maintain a working knowledge of the full range of pensions legislation and prospective changes by research from sources, both external to the Fund and within it; and through the variety of publications and bulletins available on a regular basis to the section.	
Ensure the preparation, issue and update of appropriate Quality Assurance procedures. Receive quality audit reports and recommendations, taking the necessary timely enhancing, corrective and preventive actions required.	

Relevant experience requirement: Essential for shortlisting

The applicant is required to provide evidence of having previously spoken fluently to members of the public in order to meet the Advanced threshold level outlined under Special Knowledge above.

Entry Level

At least 3 years experience of pension scheme and/or payroll administration within a team, including at least 1 years recent and relevant experience of training, supervising and assisting staff or applying advanced technical or IT skills.
Experience of dealing confidently and accurately with WYPF staff and employers.
Working as part of a team.

Advanced Level

At least 5 years experience of pension scheme and/or payroll administration within a team, including at least 3 years recent and relevant experience of training, supervising and assisting staff or applying advanced technical or IT skills. Quality auditor or will undergo training to be a quality auditor. Participation in meetings with staff inside the organisation. Further Advanced Level Experience of participation in meetings with staff both inside and outside the organisation (software suppliers, employers, clients, contractors, other pension administrators, legislative bodies for example).
Relevant professional qualifications requirement: Essential for shortlisting
Entry Level Qualified to NVQ level 3 or equivalent. Further Advanced Level only: Should hold, be currently studying towards, or be enrolled to commence study for a recognised professional pensions qualification (e.g. member of APSA, IPPM or PMI), or an equivalent relevant professional qualification.
Core Employee competencies at manager level to be used at the interview stage.
Carries Out Performance Management – covers the employees capacity to manage their workload and carry out a number of specific tasks accurately 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 treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face.

Management Competencies: to be used at the interview stage.

Operates with Strategic Awareness Our managers work with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably.		
Practices Appropriate Leadership Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do.		
Delivering Successful Performance Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District's vision & work to achieve Council's values & agreed outcomes.		
Applying Project and Programme Management Our manager's work to ensure that outcomes and objectives are achieved within desired timescales, make best use of resources and take a positive approach to contingency planning.		
Developing High Performing People and Teams Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council's values and goals.		
Working Conditions:		
Must be prepared to travel to address or participate in meetings, liaise with staff working in remote offices, undertake training both within and outside West Yorkshire. Must be able to work flexible hours as required by the needs of the service. 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:		
There is a requirement for the post to have a DBS check		
Compiled by: Grace Kitchen Date: March 2018	Grade Assessment Date: 18/04/2018	Post Grade: SO2-PO4 Entry Level = SO2/PO1 Advanced Level = PO2/PO3 Further Advanced Level = PO4