

JOB SUMMARY

Post Title	Employer Relationship & Data Quality Officer						
Job Family	<i>Business Support</i>	Pay Range	<i>08</i>	Line Manager to others?	No	Role profile ref	
Service Area	<i>Pensions (Corporate Services)</i>						
Line Manager	<i>Matthew Collier</i>						
Location	<i>Business Centre, Westridge</i>						

Job Purpose
 The Employer Relationship & Data Quality Officer is essential to improving all aspects of the digital information received by the Pensions Team on a regular ongoing basis. The position will involve collecting, validating and processing a large volume of both historic and current information from both internal and external sources to ensure the smooth running of the Pensions Department. This role is essential in ensuring the correct payment of benefits and collection of contributions. The role also requires the Officer to build strong and robust relationships with the Pension Fund Employers to ensure smooth running of the monthly data collection.

- Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)**
- Lead and build on the successful Data Improvement Project by implementing the monthly data collection with all current and new Employers, these include External Payroll Providers, Internal Council Departments and our current 33 Scheme employers.
 - Assist the Pensions and Payroll Teams in monitoring and reporting on information held in the bespoke Payroll and Pension systems. Including assistance with monthly financial returns.
 - Work closely with the Pensions Manager to ensure that data quality requirements are fed back to the Pensions Board and Committee.
 - Analyse data and provide reports to assist with the identification of common data error trends.
 - Work collaboratively with external providers to ensure the improvement of incoming data is seen in a timely manner.
 - Monitor timescales and report on improvement of data to the Pensions Manager.
 - Assist with the design of systems and processes to ensure that the collection of information in the future is streamlined and consistent with the Data Improvement Plan.
 - Support the Pensions Manager with ongoing projects to enhance the automation and reporting from the pension system.

Knowledge, Skills and Experience			
Role Profile requirements.	Job specific examples.	Essential	Desirable
Practical experience with the relevant working environment.	<i>Experience and understanding of data management technologies including databases.</i>	E	
Working knowledge of relevant processes and systems.	<i>Ability to understand and streamline data collection and validation processes.</i>		D
Knowledge of the service provided in own area.	<i>Ability to learn and stay up to date with relevant legislation and regulation changes.</i>	E	
ICT skills including the use of Microsoft Applications.	<i>Strong IT skills, especially intermediated use of applications such as MS Excel. Experience of using other databases advantageous.</i>	E	
Good verbal and written communication skills.	<i>Proven ability to communicate with other departments, external organisations and members of the public.</i>		D
Numerate and accurate with attention to detail.	<i>Evidence of data manipulation and analysis to derive meaningful improvement strategies.</i>	E	
Understanding of how to deal with customers appropriately.	<i>Well-developed interpersonal skills, and experience of dealing with customers.</i>	E	

Qualifications			
Role Profile requirements.	Job specific examples. (if left blank refer to left hand column)	Essential	Desirable

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Educated to level 3 qualification standard or able to demonstrate equivalent experience.		E	
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