

## JOB SUMMARY

|                     |                                     |                  |    |                                |     |                         |      |
|---------------------|-------------------------------------|------------------|----|--------------------------------|-----|-------------------------|------|
| <b>Post Title</b>   | <b><i>Pensions Manager</i></b>      |                  |    |                                |     |                         |      |
| <b>Job Family</b>   | <i>Business Support</i>             | <b>Pay Range</b> | 13 | <b>Line Manager to others?</b> | Yes | <b>Role profile ref</b> | BS13 |
| <b>Service Area</b> | <i>Business Centre</i>              |                  |    |                                |     |                         |      |
| <b>Line Manager</b> | <i>Strategic Manager – Pensions</i> |                  |    |                                |     |                         |      |
| <b>Location</b>     | <i>Agile/Westridge, Ryde</i>        |                  |    |                                |     |                         |      |

### Job Purpose

Provide operational leadership and strategic management for the pension administration for the Isle of Wight Council.

Work closely with the Strategic Manager – Pensions and the Pension Governance Compliance Officer to promote the highest service standards and compliance with all regulatory and best practice requirements.

### Job Context (key outputs of team / role to provide some specific examples of role profile accountabilities)

- Responsible for the strategic and tactical direction of the pension administration services which delivers an effective and a high quality service to active members, deferred pensions, pensioners and dependants in order to fulfil internal and external objectives and requirements.
- Develop and manage effective political relationships with the council. Attend Pensions Board and Pensions Committee, providing updates on the administration of the fund, assurance on governance, and the evaluation and mitigation of key risks.
- Ensure compliance for the with the good governance framework from the pensions regulator and effectively monitor and evaluate the risk to the fund.
- Review, interpret and implement legislative changes e.g. McCloud, providing advice to the council and stakeholders and ensuring compliance. Stay up to date with legislative developments through proactive research.
- Continuously review and improve core systems, policies and procedures to ensure they are fit for purpose. Contribute to developing Council strategy within area of specialisation and support the development and implementation of the service plan.
- Act as a lead officer for IWC in matters of Pension Administration. Provide expert professional advice and support to the council and other stakeholders which informs strategic decision making, and information analysis and interpretation.
- Responsible for ensuring the council meets its statutory obligation to provide an in house AVC scheme delivered by the administration team.
- Identify opportunities for continual improvement of operations within the pension administration service area in order to deliver cost effective services that meet agreed quality standards and key performance indicators.
- Manage resources to support the delivery of outcomes and demonstrate value for money within the pension administration service.
- Apply professional judgement to interpret and apply policies and procedures to meet Isle of Wight Council requirements.
- Lead projects and implement changes and improvements accountable to the pension administration service within agreed cost, time and quality standards.
- Accountable for pension payments or decision in line with internal procedures and policies
- Provide a high level consultative service to senior management and other employers participating in the Isle of Wight Council Pension Fund on pension legislation and complex individual cases
- Understand and engage stakeholders appropriately and build and maintain effective working relationships. Communicate clearly on all required standards and working in partnership to resolve operational issues. Represent IWC at partnership, public and other high profile events ensuring the reputation of the council is enhanced.

### Knowledge, Skills and Experience

| <b>Role Profile requirements.</b>   | <b>Job specific examples.</b><br>(if left blank refer to left hand column)             | <b>Essential</b> | <b>Desirable</b> |
|---|--|------------------|------------------|
| Significant and substantial relevant experience of working in the service | <i>Substantial experience of working in a pensions environment with the ability to</i> | <b>E</b>         |                  |

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|--|--|--------------------------|--|
| area / profession, with evidence of appropriate detailed and specialist knowledge of relevant systems, policies, regulations, professional guidelines and legislation.   | <i>evidence examples of legislative and regulation changes that have been implemented and the changes in policies and working practices made e.g. auto enrolment, i-connect</i>  |                          |  |
| Excellent knowledge of the service area, the authority and the interrelationships with other services and external agencies / partners including influencing factors.    | <i>Substantial experience of working with scheme employers, pension regulator and the Pension Board and able to demonstrate an understanding of the relationships with committee members and scheme members<br/>A detailed knowledge of the local government pension scheme as well as knowledge of essential pension legislation is essential</i>   | <b>E</b>                 |  |
| Experience of managing projects, which impact the area of specialism, IWC and wider partner relationships.   | <i>Projects such as McCloud &amp; Goodwin, continued improvement of the member self service portal</i>   | <b>E</b>                 |  |
| Excellent interpersonal, persuasion and negotiating skills, in order to influence outcomes critical to the organisation.   | <i>Liaise with the scheme's actuary on relevant matters and in particular responsible for collating and submission of data reporting and the triennial valuation of the fund and communicating the results with other employers in the fund<br/><br/>Promote good internal and external relationships and effective partnerships with HR colleagues, other participating employers, communities for local government and the local government employers organisation</i> | <b>E</b><br><br><b>E</b> |  |
| Excellent analytical skills demonstrating evidence of the ability to identify and evaluate complex problems / issues and develop innovative solutions.                   | Possess a high level of personal competence and skill in the analysis and presentation of technical information in order to represent the views of the council on technical pension matters at the Pension Board   | <b>E</b>                 |  |
| Excellent ICT skills - including use of Microsoft applications and specialist systems which support procedures and record keeping.                                       | <i>Develop and implement a strategic plan and provide guidance for the pension service for the continued development of Altair administration system and its integral functions. Manage and monitor the testing and satisfactory implementation of new releases and upgrade.</i>   | <b>E</b>                 |  |
| Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved.  | <i>Experience of planning for annual benefits statements/ legislative changes/ systems changes which impact on service delivery. Strong organisational skills to direct resource to key activities and deliver on the council's priorities.</i>  | <b>E</b>                 |  |
| Experience of implementing change.   | <i>Ability to manage system / legislative changes and service redesigns that may impact on staffing levels</i>   | <b>E</b>                 |  |
| <b>Manager only</b><br>Experience of the development, motivation and management of staff. Proven ability to monitor performance and if necessary take corrective action. | <i>Experience of managing people, valuing and getting the best from them ensuring that the service has succession plans, and all individuals have access to training and development opportunities.</i>  | <b>E</b>                 |  |
| <b>Qualifications</b>  |  |                          |  |

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| Role Profile requirements.   | Job specific examples.<br>(if left blank refer to left hand column)   | Essential | Desirable |
|--|---|-----------|-----------|
| Educated to degree level or equivalent standard/experience in a relevant subject                 | <i>Degree qualification or substantial proven experience of working at a senior level within a pensions environment</i> | <b>E</b>  |           |
| Relevant professional / vocational qualification.  |   |           | <b>D</b>  |
| Professional registration may be required.   |   |           | <b>D</b>  |
| May require relevant certifications including evidence of fluency in English language.           |   | <b>E</b>  |           |
| <b>Other Requirements</b>  |   |           |           |
| <i>May be required to undertake additional duties as commensurate with role and grade</i>        |   |           |           |
| <i>There may be a requirement to attend Board or Committee meetings outside of working hours</i> |   |           |           |
| <b>Organisation Structure (optional)</b>   |   |           |           |
|  |   |           |           |