

ISLE OF WIGHT COUNCIL

PERSON SPECIFICATION

JOB TITLE: Pension Officer

DIRECTORATE: Resources

GRADE: 6

POST NO:

PREPARED BY: Louise Brading

DATE: April 2016

| E = ESSENTIAL D = DESIRABLE | | SOURCE OF EVIDENCE - APPLICATION FORM = A TEST = T INTERVIEW = I | |
|--|--|---|-----|
| | 1. EXPERIENCE, direct work experience, other relevant experience. W= 5 | | |
| E | Experience of pensions work and dealing with pension enquiries, including explaining technical matters to a lay person | | A/I |
| E | A range of experience in the understanding of applications e.g. Excel spreadsheets and databases | | A/I |
| E | Experience of utilising SAP and Altair or a bespoke pensions and payroll system | | A/I |
| | 2. KNOWLEDGE, without which the job cannot be done effectively. W= 3 | | |
| E | In depth working knowledge of Local Government/Fire/NHS or other occupational pension scheme to include application of multiple regulations in complex cases | | A/I |
| E | Customer care standards and Data Protection requirements | | A/T |
| E | Computer systems including Word & Excel | | A/I |
| | 3. SKILLS & ABILITIES, Essential/Capable of doing, Desirable/Able to train. W= 4 | | |
| E | Ability to extract and manipulate data from Altair and spreadsheet provided from outside bodies | | A/I |
| E | Ability to interpret information and apply to working examples including communicating this information both in person and in written communication | | A/T |
| E | Proven ability researching and investigating unusual pension member scenarios | | A/I |
| E | Presents a professional attitude and able to instil confidence when delivering information | | A/I |
| E | Proven ability to work as part of a team | | I |
| E | Proven ability to plan and prioritise workload in order to meet deadlines | | |
| | 4. QUALIFICATIONS, TRAINING & EDUCATION, also identify training to be given. W= 3 | | |
| E | 4 GCSE at grade C or above (including maths and English) | | A/I |
| E | Required to attend the residential LGPS basic training course | | A/i |
| | 5. PERSONALITY, SOCIAL SKILLS, Relationships, thinking style, disposition. W= 5 | | |
| E | Very good interpersonal skills, including the ability to deal with sensitive situations | | I |
| E | Willingness to learn, and flexibility in approach | | I |
| E | Understanding the importance of maintaining confidentiality at all times | | I |
| | 6. OTHER FACTORS, Physical, Mobility, Availability, Conditions, etc. W= 3 | | |
| E | Ability to work flexible hours | | I |
| E | Must present a positive image of the Isle of Wight Council | | I |
| | CONTRA INDICATIONS, if any | | |
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