**Title of post:** Pension Benefits Assistant - Member Services

**Grade:** Grade D

**Responsible to:** Pension Benefits Team Manager

Purpose of Post: To carry out tasks that support the section to administer LGPS pensions on a day-to-day basis. To calculate basic pension calculations correctly and assist in ensuring pension records are accurate and kept up-to-date.

Main Duties & Key Responsibilities:

1. ***To be responsible for the completion of your workload, the calculation of pension benefits and peer review***

* Support your Team Manager in delivering the objectives set for the Members Services section
* Be responsible for managing and monitoring your own workloads and complete tasks allocated to you within the allotted timescales
* Liaise with your Team Manager and Senior Officer to allocate work on their behalf where required in line with determined priorities and requirements
* To undertake basic pension calculations on time and in line with the statutory regulations and within the agreed performance targets
* Be responsible for ensuring pension member records are accurate and up-to-date, and any queries are immediately investigated and rectified if necessary
* Ensure pension members are provided with accurate and relevant information
* Communicate pension information to members or other stakeholders effectively by telephone, letter, e-mail or face-to-face
* Ensure compliance with all legal and policy requirements, such as data protection requirements, IT security polices and similar
* Assist and provide support to your fellow Pensions Benefits Assistants and Officers, in particular where they are dealing with with any unusual or high priority casework, and complete any casework allocated to you
* Contribute to the delivery of all projects being carried out affecting your team and be responsible for completing your allocated tasks to the highest standard
* Assist with testing new pension software releases and new developments as and when required
* Adhere to the cover arrangements required on your team, and ensure any office policies and procedures are followed and adhered to
* Provide cover for other Pensions Benefits Assistants on other teams whenever required
* Liaise with GMPF employers, partners, third party suppliers and other agencies such as DWP and HMRC where required

1. ***To be responsible for your own self-development and contribute to the overall success of the service***

* Maintain your own working knowledge of the LGPS and any other relevant legislation needed to carry out your role
* Be responsible for assessing your own training needs and feeding this back to your Senior Officer and Team Manager, and identify ways in which you might want to develop and progress in your role
* Contribute to the upkeep of all team training manuals and guidance notes, ensuring they are kept accurate and up to date
* Assist with ensuring your team prioritises customer outcomes and focuses on delivering high standards of service and ensure all procedures relating to customer feedback are followed
* Identify improvements to the service provided to GMPF members and liaise with your Team Manager to appraise and implement these
* Promote a culture of openness, inclusiveness, positivity, inventiveness and ingenuity

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| **PERSON SPECIFICATION REQUIREMENTS** | Essential (E) or  Desirable (D) | How it will be assessed |
| 1. **Education Standard / Qualifications** |  |  |
| Practical ability in written English and Mathematics to GCSE grade A to C or equivalent | D | Application form |
| Qualification in pensions, payroll or similar administrative discipline | D | Application form |
| Knowledge |  |  |
| A knowledge of the LGPS or other pension scheme(s) | D | Application form, Interview |
| An awareness of Data Protection legislation and its implications and importance for our service | E | Application form, Test, Interview |
| Experience of: |  |  |
| Working effectively as part of a team | D | Application form, Interview |
| Dealing with basic pension calculations and casework | D | Application form, Interview |
| Managing your own workloads and working to deadlines | E | Application form, Test, Interview |
| Contributing to projects and the implementation of new procedures | D | Application form, Interview |
| Assisting with resolving customer complaints and applying learning from feedback | D | Application form, Test, Interview |
| Skill and ability to: |  |  |
| Carry out basic pension calculations | E | Test |
| Identify processing or calculation issues and report them | E | Test |
| Write clear, concise letters and e-mails | E | Test |
| Communicate well with a range of audiences including colleagues, senior managers and outside agencies | E | Application form, Test, Interview |
| Recognise where issues need to be treated confidentially | E | Test, Interview |
| Demonstrate empathy and deal appropriately with members experiencing bereavement or similar | E | Test, Interview |
| Determine your own work priorities | E | Test, Interview |
| Have an awareness of wider service demands and issues and recognise pressures that may be being encountered by other teams and sections | E | Interview |
| Be enthusiastic about the work of the service and the benefits it provides to its members | E | Interview |
| Demonstrate good IT and computer skills | E | Application form, Test, Interview |
| Promote equalities and diversity in the workplace | E | Interview |
| Be committed to the role and to be flexible, depending on the needs of the service | E | Application form, Interview |

**For Information:**

**Category**

E = Essential requirement without which the candidate would be unable to carry out the duties of the post

D = Desirable features that would normally enable the successful candidate to perform the duties and tasks better and more efficiently than one who did not have those qualifications, training, experience and so on