**Title of post:** Pension Benefits Team Manager - Member Services

**Grade:** Grade G

**Responsible to:** Pension Benefits Section Manager

Purpose of Post: To lead and manage a benefits team in the Pensions Administration Member Services section. To play a key role in the successful day-to-day running of the team, ensuring pension benefits are calculated correctly and paid on time and in line with expectations.

Main Duties & Key Responsibilities:

1. *To be part of the Member Services section leadership team*

* Contribute to the overall leadership and management of the Pensions Administration Member Services section
* Help shape the development of the section’s short and medium term plans and contribute to the running of the service and GMPF as a whole
* Support your Section Manager in delivering the objectives set for the Members Services section and with business planning, key decision making and identifying risks
* Assist with human resource matters, recruitment, staff engagement, internal training and development plans
* Ensure the managing attendance policy, guidance and procedures are followed
* Anticipate and predict future workloads and liaise with your Section Manager in order to manage these
* Provide information for management reports and review and appraise the work of other members of the leadership team

1. ***To be responsible for the work of your Member Services team***

* Lead a pension benefits team and be responsible for its activities
* Be responsible for ensuring that all pension benefits calculated by your team are done so on time and in line with the statutory regulations and within the agreed performance targets
* Ensure all correspondence, literature and other information issued by your team is accurate, up-to-date and has been produced in line with agreed procedures
* Be responsible for reviewing regulatory and legislative developments and for considering the impact on your team
* Ensure all delegated duties and statutory tasks are carried out effectively and in line with agreed policies and procedures
* Ensure compliance with all legal and policy requirements, such as data protection requirements, IT security polices and similar
* Work with relevant colleagues to ensure pension overpayment and debt recovery processes are carried out appropriately
* Be responsible for determining workload priority, in conjunction with your Section Manager, and provide instruction to your Senior Benefits Officers on workload allocation accordingly
* Monitor the work performance of all members of your team and ensure all key performance indicators and work targets are being interpreted correctly and accurate statistics are provided to your Section Manager
* Keep others informed about your team’s activities and workloads by contributing to leadership meetings, holding regular team meetings and keeping accurate and timely minutes
* Assess, control and manage all identified risks and be responsible for any audit outcomes and follow-up actions allocated to you
* Provide accurate and regular management information about the work of your team as and when required
* 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 which includes complex casework and escalated queries
* Contribute to any software release testing and initiatives to maximize the efficiency and effectiveness of IT systems and applications affecting your team
* Ensure your team prioritises customer outcomes and focuses on delivering high standards of service
* Deal with all complaints or disputes relating to your team in liaison with your section manager and be responsible for reviewing and monitoring all feedback received about your team’s work areas

1. ***To be responsible for your team members***

* Line-manage your team members and have overall responsibility for all staffing matters, including monitoring training and development plans, setting goals and objectives, identifying future work aspirations, monitoring absence levels, managing performance issues and advising on succession planning
* Hold team meetings and monthly one-to-one supervision meetings with all members of your team and be responsible for keeping them informed and up-to-date about all relevant matters
* Provide direction, advice and guidance to your team members and other colleagues and drive efficiencies and continual improvement initiatives
* Recognise good practice, effort and exceptional performance demonstrated by members of your team

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 Section Manager, and identify ways in which you might want to develop and progress in your role
* Be jointly responsible for 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 Section 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/5 -9 or equivalent L2 Qualification | E | Application form, Test |
| Degree, Diploma or Certificate in Management or similar discipline | 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, Interview |
| Experience of: |  |  |
| Calculating pension benefits and processing casework, or work of a similar complexity | E | Application form, Interview |
| Working effectively as part of a team and setting short and medium term objectives | E | Application form, Interview |
| Building relationships with colleagues, peers and stakeholders | E | Application form, Interview |
| Being part of a wider leadership team, either in pensions or similar discipline | D | Application form, Interview |
| Managing workloads and working to deadlines | E | Application form, Interview |
| Resolving customer complaints and applying learning from feedback | E | Application form, Test, Interview |
| Implementing new practices and procedures successfully | D | Application form, Interview |
| Producing and collating management information, data and statistics | D | Application form, Interview |
| Dealing with day-to-day staffing matters and staff development | E | Application form, Interview |
| Assisting with performance management, recruitment and attendance management issues | D | Application form, Interview |
| Skill and ability to: |  |  |
| Calculate pension benefits and perform manual calculations | E | Interview |
| Identify processing or calculation issues and investigate them | E | Interview |
| Interpret complex information and respond to queries about pension regulations or legislation | E | Test, Interview |
| Write clear, concise letters and e-mails and produce informative reports | E | Test |
| Talk confidently to members on the telephone and be able to explain complex rules or processes in a clear and appropriate way | E | Application form, Interview |
| Analyse and interpret complex data and statistical information and draw conclusions | E | Test |
| Communicate well with a range of audiences including colleagues, senior managers and outside agencies | E | Application form, Test, Interview |
| Show sensitivity and objectivity when dealing with confidential issues | E | Interview |
| Supervise and mentor others, passing on leadership skills and promoting positivity | E | Interview |
| Determine your own work priorities and those of other members of your team and manage conflicting demands appropriately | E | 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 |
| Recognise when a procedure or policy is not working as effectively as it could and determine how it could be improved | E | Interview |
| Be enthusiastic about the work of the service and the benefits it provides to its members | E | Interview |
| Demonstrate good written English, 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