

Pensions and Reward Coordinator

Service	Reporting to	Location	Grade
HR and OD Pensions and Reward	Pensions and Reward Team Leader	Salford Civic Centre	3A

About the role

- Providing customers with a People centred approach and putting them at the heart of our service.
- Working with public sector pension schemes to ensure that pensions are operated in line with scheme guidance and regulations. These include the Local Government, Teachers and NHS pension schemes.
- To fully support our customers to be compliant in meeting pensions auto-enrolment regulation's.
- Coordinate and administer non-public sector pensions schemes for external clients such as stakeholder pension schemes.
- Provide our managers, employees and customers with guidance and support in relation to their pension scheme, including details of how schemes operate and signpost to relevant further information as required.
- Through our MyRewards scheme, coordinate the employee reward options available to encourage the workforce to be active, healthy and save money. These include, salary sacrifice schemes, lifestyle discounts and access to wellbeing help and support.
- Providing relevant guidance through difficult life events, such as ill health retirement and death in service, ensuring that we have the knowledge required and that we provide a respectful and empathetic service.
- Coordinate and complete various pension administration tasks, including pension benefit calculations, retirements, enrolments, opt-outs etc.
- To coordinate and complete pay related tasks relevant to employee reward, including national minimum wage checks, pay reductions and liaising with third party providers to ensure smooth operation of service.
- Delivery and accurate processing of monthly Teachers Pensioners payroll, ensuring that pay amendments are processed accurately and on time, including annual pension increases, in line with payroll legislation relevant to a pension's payroll.
- Being organised and having the ability to use digital technology is essential to meet the requirements of this role, this includes the use of integrated HR and Payroll software (SAP), Customer Relationship Management systems and Microsoft Professional applications, e.g. Excel, Outlook, Teams etc.

- Taking Personal Responsibility and ownership of your area of work and work with your colleagues to share best practice and identify areas for improvement and development within the team.
- Be able to prioritise your own work and escalate more complex cases to the relevant person where appropriate.

Key outcomes

- Teamwork – working collectively with your colleagues to ensure the job is done right.
- Coordination and delivery of effective Pension and Reward services to our customers and clients.
- Establish a Pension service that is fit for the future and meets the needs of the Council and its employees.
- Embed the MyRewards brand and working with external providers to ensure that it meets the needs of our people.
- Take Personal Responsibility for own training and development keeping up to date with guidance, regulation and legislation affecting payroll, pensions, and reward.
- Develop and support effective and credible working relationships with managers, employees, pension schemes and other stakeholders as required.
- Work collaboratively across the HR and OD department to ensure that customers receive the best quality service from the department.
- To provide high quality guidance and support in respect of Pensions and Reward including using specialist pension knowledge and statutory legislation to assess and respond to complex cases.

What we need from you

- The drive and Passion to deliver a first-class pension and reward service.
- Be able to demonstrate and have technical knowledge and experience of working with public sector pensions schemes.
- Have extensive experience working within a Payroll and Pensions team.
- Understand the key links between Payroll, Pensions and Reward.
- Have the technical knowledge and be able to provide guidance on employee Rewards, including PAYE, tax and national insurance implications on Benefits in Kind (BiK) and be able to report these as required to HMRC through annual P11d/P9d.
- A relevant qualification in pensions or payroll and/or relevant experience of working in a busy pensions and payroll team.
- Be able to work collaboratively and establish positive relationships with pension scheme providers to ensure the Council meets its employer responsibilities.
- Represent the Council at local, regional, and national events such as conferences and working groups.
- Strive for continuous development and improvement in the service.

- Ability to use digital technology to meet the key outcomes of the role, including Customer Relationship Management systems, HR and Payroll software, as well as Microsoft applications, such as Excel, Word, and Outlook.
- The ability and skill to work independently using your own initiative while communicating effectively with your team.
- Balance and manage conflicting priorities using your experience to solve problems.
- To model and demonstrate our values and behaviours.
- Having the ability to coach colleagues.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during your work.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](#) website.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.

#HappytoTalkFlexible



Salford City Council