

## **JOB DESCRIPTION AND PERSON SPECIFICATION – PENSION OPERATIONS MANAGER**

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| <b>Title of post:</b>   | Pension Operations Manager – Developments & Technologies                                                                                                                                                                                                       |
| <b>Grade:</b>           | Grade K                                                                                                                                                                                                                                                        |
| <b>Responsible to:</b>  | Strategic Lead for Developments & Technologies                                                                                                                                                                                                                 |
| <b>Purpose of Post:</b> | To drive the day-to-day operations of the Developments & Technologies service area, play a prominent role in the Pensions Administration leadership team, and support your Strategic Lead by ensuring your team and section managers deliver their objectives. |

### **Main Duties & Key Responsibilities:**

#### **1. To be part of the Administration leadership team**

- Play a prominent role in the leadership and management of the Pensions Administration Service, supporting your Strategic Lead, the Head of Pensions, and other members of the Fund's Management team as needed.
- Deputise for your Strategic Lead on matters relating to the work of the Developments & Technologies service area.
- Work with your Strategic Lead to develop your service's medium and long-term plans and undertake tasks relating to the day-to-day running of GMPF.
- Draft and prepare reports and presentations for the Fund's trustee members and senior managers on the work of the team and the service.
- Create strong working relationships with other Operations Managers and colleagues across GMPF and the council.
- Contribute to initiatives to improve personal development, training, and succession planning.
- Identify new business opportunities and lead and contribute to procurement activities for the Developments & Technologies service area.
- Support with the tracking and monitoring of budgets and ensure the efficient use of financial resources.

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- Attend national or local steering groups/committees as appropriate and seek to influence developments wherever possible.
- Contribute to wider council initiatives, when required.

### **2. Be responsible for the day-to-day operations of the Developments & Technologies service area**

#### **Leadership and management**

- Lead and manage the day-to-day operations of the Developments & Technologies service area, working with your Strategic Lead to ensure its structure, resources, business plans, and annual strategy are in place and aligned to meet the Fund's strategic objectives.
- Manage the Developments & Technologies service section managers and support them in monitoring and improving performance, organising their resources, effectively managing staffing matters, providing direction to their teams, and planning for succession.
- Provide all colleagues with direction and support, and ensure they produce clear, complete, and accurate documentation for all work and projects undertaken.
- Be responsible for all work and projects undertaken within Developments & Technologies.
- Communicate effectively with all colleagues, ensuring you have established methods and channels that support regular and transparent communication.
- Drive transformational change and promote the benefits of continual improvement.
- Promote a culture of openness, inclusiveness, positivity, inventiveness and ingenuity.

#### **Service delivery, setting standards, and monitoring performance**

- Ensure the Developments & Technologies teams deliver their business plan objectives.
- Set high-level objectives, goals and future work aspirations for your teams, in line with the objectives set by your Strategic Lead and the Fund's Management team.

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- Be responsible for their performance and ensure all key performance indicators and work targets remain relevant, achievable and in line with statutory requirements.
- Where key performance indicators and work targets fall short of expected standards, ensure you have the appropriate mechanisms to identify, measure, and report this and take action to remedy the issues.
- Prioritise scheme member outcomes, set and deliver high standards of service for all stakeholders.

### **Compliance and risk**

- Ensure compliance with all legal and policy requirements, including data protection requirements and IT security policies, and develop and review all service-specific policies and statements.
- Carry out all delegated duties and statutory tasks effectively and in line with agreed policies and procedures.
- Assess the impact of regulatory and legislative developments and develop effective plans to integrate them into business-as-usual operations.
- Contribute to all key decision-making and risk management undertaken.
- Be responsible for implementing any audit outcomes and follow-up actions.
- Assist with ensuring any boards and scrutiny panels led by your teams are working effectively.
- Work with partners and third-party suppliers, creating effective working relationships, and be responsible for monitoring their performance and assisting with contract renewal processes or issues.

### **Drive improvements and transformational change**

- Drive improvements in service delivery aligned with your strategic objectives in the Business Plan.

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- Implement transformational change and drive the effective delivery of projects, identifying appropriate resources to ensure their successful delivery.
- Follow change management procedures, document changes, and communicate them to all relevant stakeholders.
- Maximise the efficiency and effectiveness of IT systems and software applications.
- Be responsible for all complaints or disputes, and review and monitor all feedback.
- Network with peers at other pension funds to ensure the service provided to GMPF members is at the forefront of pensions administration across the UK.
- Find ways to resolve issues or remove barriers that will enable change or lead to improvement.

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

- Maintain your knowledge of the LGPS and other relevant legislation.
- Deliver training presentations.
- Engage in continuous professional development to enhance your skills, knowledge, and performance, in alignment with the role requirements and organisational goals.
- Seek and participate in training, mentoring and learning opportunities to support personal growth and career progression.
- Assess your own training needs, inform your manager, and identify ways to develop and progress in your role.
- Conduct research to inform best practice.
- Participate in peer learning, networking and building connections and relationships both internally and within the industry, to learn and develop.

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- Contribute to the work of other service areas where required.

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| <b>PERSON SPECIFICATION REQUIREMENTS</b>                                                                                                    | <b>Essential (E) or Desirable (D)</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| <b>1. Education Standard / Qualifications</b>                                                                                               |                                       |
| Practical ability in written English and Mathematics to GCSE grade A to C or equivalent                                                     | E                                     |
| Qualification in management, pensions, IT or similar discipline                                                                             | D                                     |
| <b>2. Knowledge</b>                                                                                                                         |                                       |
| A knowledge of the LGPS or other pension scheme(s)                                                                                          | D                                     |
| An awareness of Data Protection legislation and its implications and importance for our service                                             | E                                     |
| <b>3. Experience of:</b>                                                                                                                    |                                       |
| Managing middle managers or sections that contain several teams                                                                             | D                                     |
| Leading change and implementing new practices and procedures successfully, applying appropriate project management principles and practices | E                                     |
| Dealing with performance management, recruitment, attendance management issues and other similar human resource matters                     | E                                     |
| Resolving customer complaints and applying learning from feedback                                                                           | E                                     |
| Scoping, producing, collating and presenting management information, data and statistics                                                    | E                                     |
| Working with trustees, senior officers, external partners or suppliers                                                                      | E                                     |
| Representing your employer at a national or local level                                                                                     | D                                     |

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|---------------------------------------------------------------------------------------------------------------------------------------------------|---|
| <b>4. Skill and ability to:</b>                                                                                                                   |   |
| Identify key business issues and assess their implications                                                                                        | E |
| Interpret complex information and text, and deal with matters relating to pension regulations or legislation                                      | E |
| Write clear, concise letters and e-mails and produce informative reports                                                                          | E |
| Manage a wide variety of complex work areas                                                                                                       | E |
| Demonstrate excellent IT skills being able to use a range of systems and software effectively                                                     | E |
| Determine your own work priorities and those of other members of your section and manage conflicting demands appropriately                        | E |
| Have an awareness of wider service demands and issues and recognise pressures that may be being encountered by other teams, managers and sections | E |
| Ability to work collaboratively across organisational boundaries to achieve the required performance and results                                  | E |
| Promote equalities and diversity in the workplace                                                                                                 | E |
| Be committed to the role and to be flexible, depending on the needs of the service                                                                | E |

**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