JOB DESCRIPTION AND PERSON SPECIFICATION
– SYSTEM COMPLIANCE SECTION MANAGER

Title of post: System Compliance Section Manager – Developments & Technologies

Grade: Grade I

Responsible to: Pensions Strategic Lead for Developments & Technologies

Purpose of Post: To be part of the Pensions Administration Developments & Technologies section, and have direct responsibility for one or more teams. To play a key role in ensuring the successful day-to-day running of your section and ensure all workflow and compliance areas of the main pensions system are developed and maintained.

Main Duties & Key Responsibilities:

1. To be part of the Developments & Technologies leadership team

- To play a key role in the leadership and management of the Pensions Administration Developments & Technologies section
- Help shape the development of the section's short, medium and long term plans and contribute to the running of the service and GMPF as a whole
- Support the strategic leadership team with business planning, key decision making and risk management
- 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 business needs and help form strategies in order to manage them
- Provide information for management reports and review and appraise the work of other members of your section
- Lead on allocated projects or new initiatives, drawing up scope and milestone project documentation and setting objectives for members of your project team
- Contribute to wider council initiatives when required
- Attend national or local steering groups and committees as appropriate and look to influence developments wherever possible
- Be aware of best practice in your field

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2. To be responsible for the System Compliance team

- To have overall responsibility for the team in your section and their functions, including setting their objectives, goals and future work aspirations

- Line-manage your section's Team Managers and be responsible for all staffing matters, including monitoring training and development plans, monitoring absence levels, advising on performance issues and succession planning

- Play a key role in your section's leadership team meetings, by chairing those meetings where necessary, carrying out proper preparation for them, ensuring all parties are able to fully contribute and that the meetings are documented using minutes or notes

- Ensure that the activities of your section are communicated to your senior managers and to other managers or teams particularly where those activities affect other areas or working practices

- Provide direction, advice and guidance to your Team Managers and other colleagues and drive efficiencies and continual improvement initiatives

- Ensure staff engagement and performance monitoring being carried out within your section is being done so regularly and effectively

- 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, and be responsible for the development and review of any section specific policies and statements

- Monitor the work performance of the teams in your section and ensure all key performance indicators and work targets remain relevant, achievable and in line with any statutory requirements

- Assess, control and manage all identified risks and be responsible for the audit outcomes and follow-up actions linked to any audits affecting your section

- Provide accurate and regular management information about the work of your section as and when required

- Contribute to the delivery of all projects being carried out within your section and be responsible for ensuring clear, complete and accurate project management documentation is produced and kept up to date

- Drive initiatives to maximize the efficiency and effectiveness of IT systems and software applications

- Identify barriers to change and find ways to remove them

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3. To be responsible for your own areas of System Compliance

- To support the Strategic Lead in delivering the objectives set for the System Compliance section

- Have overall responsibility for all pension benefit system workflow procedures, ensuring all workflow processes are efficient and available functionality within the workflow module is used

- Be responsible for ensuring all letters, forms, notes or other correspondence templates held on the pension system are technically compliant and work with colleagues in the Communications Section to ensure best practice for all correspondence is adopted

- Lead system calculation testing exercises and be the main GMPF point of contact for the pensions software supplier and other funds with whom we collaborate on testing

- Ensure all issues that are raised or logged with the software supplier are monitored and appropriate actions are taken or issues escalated if needed

- Be responsible for all data quality monitoring systems and reporting, ensuring those systems or reports they are developed and improved as appropriate, and that data quality work is carried out within agreed timescales

- Be responsible for pension system related training, ensuring on-line training is completed and developed, and other agreed system training sessions are organised accordingly

- Support your Strategic Lead in liaising with partners and third party suppliers, ensuring working relationships are effective

- Represent your service area at regional user groups, conferences and similar events, contributing to discussions and providing feedback to relevant sections and managers

4. 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 Strategic Lead, and identify ways in which you might want to develop and progress in your role

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- Ensure your section prioritises customer outcomes and focuses on delivering high standards of service

- Identify improvements to the service provided to GMPF members and liaise with your Strategic Lead 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	E	Application form, Test
Degree, Diploma or Certificate in Management or similar discipline	D	Application form
Qualification in pensions, systems management or similar administrative discipline	D	Application form
2. 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
3. Experience of:		
Working in an pensions administration or systems management related role	E	Application form, Interview
Working effectively as part of a management team and section-wide objectives	E	Application form, Interview
Managing other managers or supervisors, or leading a team	D	Application form, Interview
Building relationships with colleagues, peers and stakeholders	E	Application form, Interview
Managing workloads and working to deadlines	E	Application form, Interview
Resolving customer complaints and applying learning from feedback	E	Application form, Interview
Leading change and implementing new practices and procedures successfully	E	Application form, Test, Interview
Producing, collating and presenting management information, data and statistics	E	Application form,Test, Interview
Dealing with day-to-day staffing matters and staff development	E	Application form, Interview
Dealing with performance management, recruitment and attendance management issues	D	Application form, Interview

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4. Skill and ability to:		
Identify areas where system functionality needs to be improved and processes made more efficient	E	Interview, Test
Identify where there are system technical issues or errors that need to be corrected	E	Interview
Advise on where system and IT training can improve processing times and reduce errors	E	Test, Interview
Interpret complex information and be able to communicate that information clearly to others	E	Test, Interview
Write clear, concise letters and e-mails and produce informative reports	E	Test
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
Lead, support and mentor others, passing on leadership skills and promoting positivity	E	Interview
Determine your own work priorities and those of other members of your section 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, managers 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

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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