

JOB DESCRIPTION AND PERSON SPECIFICATION
– EMPLOYER SUPPORT SENIOR OFFICER

Title of post: Employer Support Senior Officer - Employer Services

Grade: Grade F

Responsible to: Employer Support Team Manager

Purpose of Post: To carry out tasks needed to administer LGPS pensions on a day-to-day basis. To process information and data provided by GMPF employers. To provide assistance, guidance and support to GMPF employers. To supervise the Employer Support Officers and Assistants within the team and monitor workloads, appraise output and provide support to all team members.

Main Duties & Key Responsibilities:

1. To supervise Employer Support Officers

- Be responsible for monitoring the workloads and output of one or more Employer Support Officers and Assistants and for reviewing and appraising their work
- Provide instruction and advice to those Employer Support Officers and Assistants in order to assist them in completing their work correctly and on time
- Act as a mentor to all new Employer Support Officers and Assistants assigned to you and ensure any induction plans and initial training requirements are completed in conjunction with your Team Manager
- Be responsible for providing, arranging and reviewing their ongoing training needs and, together with your Team Manager, identify ways in which you can help them to develop and progress in their role
- Be responsible for the day-to-day cover arrangements on team, in conjunction with your fellow Senior Officers, and ensure any office policies and procedures are followed and adhered to
- Provide cover and support for other Senior Officers and your Team Manager whenever required
- Assist with recruitment, adherence to the managing attendance policy and any similar tasks, as and when required
- Recognise good practice, effort and exceptional performance demonstrated by members of your team

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2. To be responsible for the work of your team, supporting employers with their employing authority role and responsibilities and completion of your own workload

- Support your Team Manager in delivering the objectives set for the Employer Services section and assist in predicting and anticipating future workloads in order to manage them effectively
- Assist your Team Manager in determining workload priorities and communicate those priorities and their expected completion times to your team members
- Allocate sufficient and appropriate work to your team members and, in conjunction with your Team Manager, undertake regular reviews of all work completed on the team to ensure the quality of work produced meets the required statutory and in-house standards
- Provide information for management reports and produce statistics on your team's work, as required
- Be responsible for managing and monitoring your own workloads and complete tasks allocated to you within the allotted timescales
- Undertake data processing tasks, updating pension records, sending data queries to GMPF employers, amending data where required and ensuring records are accurate and up to date
- Provide support to GMPF employers that are looking to carry out specific tasks, such as admitting new members, submitting returns, making new admission agreements or exiting the pension fund
- Ensure any queries relating to member data or benefit entitlements are immediately investigated and rectified if necessary
- Respond to questions and enquiries from GMPF employers, identify where there might be training needs or where additional support or guidance may be required, and assist in delivering that support and training
- Communicate pension information to employers or other stakeholders effectively by telephone, letter, e-mail or face-to-face
- Attend employer meetings with your Team Manager and Section Manager as required, and assist with the preparation and running of those meetings
- Ensure compliance with all legal and policy requirements, such as data protection requirements, IT security policies and similar
- Assist with testing new pension software releases and new developments 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

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3. 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 Team 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 employer support outcomes and focuses on delivering high standards of service and ensure all procedures relating to employer feedback are followed
- Identify improvements to the service provided to GMPF employers 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
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, Test, Interview
3. Experience of:		
Dealing with data in file or spreadsheet formats	E	Application form, Interview
Processing casework and keeping employers / clients / customers informed of progress	E	Application form, Interview
Managing your own workloads and working to deadlines	E	Application form, Test, Interview
Resolving complaints or issues and applying learning from feedback	E	Application form, Test, Interview
Working effectively as part of a team and setting short and medium term objectives	D	Application form, Interview
Allocating work to others and monitoring their progress and performance	D	Application form, Interview
Providing advice, guidance and training to others and assisting with team development	D	Application form, Interview
Implementing new practices and procedures successfully	D	Application form, Interview
Producing and collating management information, data and statistics	D	Application form, Interview
Assisting with recruitment and supporting attendance management policies	D	Application form, Interview

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4. Skill and ability to:		
Carry out complex and detailed data analysis	E	Test
Identify data errors or issues and investigate them	E	Test
Input data accurately and recognise what additional checks or follow-on actions are needed	E	Test
Interpret complex information and respond to queries about pension regulations or legislation	E	Test, Interview
Write clear, concise letters and e-mails	E	Test
Talk confidently to employers on the telephone and be able to explain complex rules or processes in a clear and appropriate way	E	Application form, Interview
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
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	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
Recognise when a procedure or policy is not working as effectively as it could and make suggestions as to 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 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