Wiltshire Council

ROLE PROFILE

Job family	Business Support	Role profile number	BS07-2359	Grade G

Job purpose: Carry out a range of administrative duties which will support the successful delivery of relevant services to internal and external customers.

The highest grade within the business support job family. Grade G posts focus on providing a range of advanced administrative tasks and providing information and guidance to both internal and external stakeholders within a general framework. These posts require a higher level of 'Knowledge & Skills' with a good understanding and experience of relevant processes, policies and systems acquired through both formal training and skills obtained in the workplace.

Factor	Relevant Job Information
Supervision and/or Management of People	No management of staff. No supervisory responsibility other than providing guidance and support to colleagues.
Indicative qualifications	HNC or NVQ level 4 in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities.
Knowledge and Skills	High level of relevant and practical experience acquired on. An advanced understanding of relevant procedures and working practices. Advanced knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Good knowledge of other areas of the authority relevant to the service. Good verbal and written communication skills. Accurate with attention to detail. Good organisational skills and the ability to prioritise workloads and achieve deadlines.
Creativity and Innovation	Work on own initiative to manage own activities. Creativity and problem solving is a feature of the job, exercised within general guidelines of the service area. Research and analysis of information to highlight and prioritise issues for further investigation. May research and resolve problems as part of a support team.
Contacts and Relationships	Provide advice and guidance where information is less well established and where situations may not be straightforward. Deal with people at all levels confidently, sensitively and diplomatically. Be first point of contact on a range of queries from internal / external customers, may be dealing with challenging situations where influence could be required. Contacts will include: Colleagues, customers, members of the public, and stakeholders.
Decisions – Discretion & Consequences	Work is carried out following the framework of accessible guidelines and processes. Decisions are made based on a range of established practices. The consequences of the decisions will have a material effect on the service. Issues are highlighted and solutions are recommended on processes and procedures specific to the role. Devise, create, maintain and manipulate data management systems. Analyse standard data and provide reports to customers, team members and managers with recommendations. Carry out research for projects from a range of sources as directed by the line manager or other team members.
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and at times may be competing demands of work priorities.
Work Environment	Office based, but may involve some travelling to other council buildings.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working

Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy.
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary.

ROLE DESCRIPTION

Role description:	Pension Fund Payroll Officer	
Role profile family:	Business Support	
Role profile number and grade:	BS07-2359	Grade G
Number of posts:	1	
Number of staff managed:	0	
Service/Team:	Pensions	
Reports to:	Pensions Fund Payroll Manager	

Job Family overview

Business Support job family overview:

Delivery of administration, information processing and business services to support the Council

- Processes regular transactions via established procedures
- Undertakes regularly occurring event based tasks and duties
- Delivery of ongoing processes and procedures including specialist areas
- Understands and responds to questions and concerns from managers, staff and customers
- Provide routine and standard advice and guidance on the Councils processes and procedures

Service / function Context

The overall responsibilities of the service/function are:

- The Wiltshire Pension Fund is established under Local Government Pension Scheme Regulations. Its purpose is to meet all future pension liabilities of its scheme members, whilst at the same time seeking to minimise the contributions that need to be paid into the Fund by the employer bodies. The level of employer contributions is assessed every three years through an actuarial valuation of the Fund.

- The Wiltshire Pension Fund administers pensions on behalf of over 180 different

employer organisations, ranging from local authorities, FE colleges, academies, charities and third party service providers. The Pension Team is responsible for the governance and administration of the Wiltshire Pension Fund as well as the Fire Uniform Pension schemes. The LGPS benefits being administered amount to liabilities, valued at the last triennial valuation of £2.7bn and these are funded by assets managed by the Fund of circ. £3bn. The Fund pays out benefits of around £100m each year and receives in contributions from employers of £120m.

- The Fund must be administered in line with the appropriate statutory scheme and a variety of overarching legislation, including tax regulations. It also has to comply with various statutory guidance, in particular the Pension Regulator's Code of Practice 13, which covers the governance requirements expected of all public sector pension schemes, including the LGPS. Importantly the Fund is required to report any breaches of the law to the Pension Regulator, whether they have occurred within the Fund or any of the scheme's employers.

- The correct administration is critical to ensure the Fund isn't fined by the Pension Regulator along with the associated reputational risk, but the management of the Fund's assets and liabilities is attributable to its solvency and determines the level of contributions to be paid by employer's organisations, a significant cost for them and for many smaller employers as this has a direct impact on their financial viability.

- The Wiltshire Pension Fund ensures all pension benefits are paid correctly, on a timely basis and in line with the scheme regulations. It manages the relationships with the Fund's 180+ scheme employers, overseeing the admission and cessation of these organisations.

- It monitors and reviews the investment strategy of the Fund and brings forward proposals for improvement as appropriate to ensure the assets and costs of the Wiltshire Pension Fund are accounted for and reported correctly and legally. Investment manager services are procured on behalf of the Fund via the Brunel Pension Partnership, in which the Fund participates together with 9 other LGPS Funds.

- It procures actuarial services and other third party providers which value more than £7m and to ensure the continual development and enhancement of the pension administration service by improving performance and appropriate development of IT.

Main Purpose of the Job

To support and implement transition of the Pensioner Payroll out of the Council's system onto a payroll integrated within the pension administration system. Working with internal colleagues and external software providers and supporting development of new working practices and control processes in collaboration with the pension administration team.

To carry out regular tasks to ensure c16,000 monthly pension payments worth c£100m p/a and twice weekly immediate payments are made on time and accurately to all beneficiaries. Dealing with payment issues and providing an essential check of accuracy all within tight monthly deadlines. Compile all required regulatory returns and ensure they are submitted on time.

Regularly undertake tasks to ensure the accuracy of payroll records, working with internal colleagues and external agencies to carry out mortality tracing, annual pension increases, pensioner records updates and dealing with any overpayment recovery.

Job duties	
1	To work with the pensions payroll manager to run the monthly pensioner payroll, making timely and accurate payments to all pensioners. This will include processing starters, leavers and any changes.
2	To ensure a smooth transition of the Pensioner Payroll out of the Council's payroll system onto a payroll integrated within the pension administration system. Working with the system provider to transfer data in a controlled manner.
3	Completing statutory returns and making associated payments, such as RTI returns to HMRC and tax payments, ensure all are made on time. To be responsible for all member/HMRC tax code queries, ensuring the correct tax deductions are applied to pensions in payment.
4	To undertake monthly reconciliations and controls, allow these to be compiled to report on their effectiveness.
5	To work alongside the member services team to ensure all overpaid pensions are recovered on notification of death.
6	To undertake regular processes to ensure the integrity of payroll data, completing mortality tracing, updating payroll records such as address and bank detail changes. Reviews of child pension payments and ensuring changes to monthly pension payments for dependants transferring from short to long term benefits.
7	Providing a high quality service to all scheme members, effectively dealing with relevant queries, issuing payslips and P60 reports
8	To work in collaboration with member services department to resolve any queries.
9	To provide outputs from the payroll system for input to the financial ledger.
10	Ensure clear and informative information is provided to members on their pay, through payslips and p60 documents provided electronically.
11	Assisting with other tasks across the Operations Team as appropriate, in line with the skills and responsibilities of the role.

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

- Experience of working in a payroll team for a large employer
- Understanding of the principles of the Local Government Pension Scheme (LGPS)
- A proven ability to solve problems
- Skills working with other members of a team
- Fully conversant with Microsoft Office
- Computer literate with at least "intermediate" spreadsheet skills and competent word-processing skills
- Ability to work under pressure to tight deadlines and manage competing priorities.
- Enthusiasm for the role
- Fully fluent in English

Desirable

- Experience of working on an LGPS pensioner payroll
- Experience of Altair pension administration system

Career graded posts

This post does not form part of a career grade

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	☒
Regular Driver Must hold a valid UK driving licence (with no more than 6 penalty points) and have access to either their own car or a pool car in order to undertake the duties of the role unless other forms of transport are available and viable to perform the role, including public transport. Or a reasonable adjustment has been agreed.	☐
Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role. Employees should refer to the Corporate Driving at Work policy for further information.	☐

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, as a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	☐
This role is not politically restricted	☒

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	☒
This role does not have any professional or occupational membership requirements	☐

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an **Enhanced** DBS check before appointment can be confirmed.	☐
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a **Standard** DBS check	☐
The role requires a **Basic** DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	☐
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	☒

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	☐
This role is not subject to a BPSS check	☒

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 2***. (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	☐
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at **level 3*** (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to "secret" level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	☐
This role is not subject to a NPPV check	☒

Safeguarding	
For all roles within Children's Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	☐
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	☐
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council's agreed child protection/vulnerable adults protection procedures will be followed.	☒