

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT07-2369	Grade G
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Job purpose: Monitor and enforce prescribed regulatory areas, which will include but is not limited to, recommendations regarding infringement, resolution advice, and event based activities.

Grade G posts are higher in 'Creativity & Innovation' with the requirement for on-going problem solving but within clear defined procedures. These posts also 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 or equivalent experience/skills. ITQ 2 or equivalent skill and ability. Working towards relevant professional qualification. Licence / certificate / qualification required for the role.
Knowledge and Skills	High level of relevant and practical experience. An advanced understanding of relevant procedures and working practices. Good knowledge of specialist function relevant to service area. Excellent ICT skills including use of Microsoft applications and specialist systems. Experience in the research, analyse and presentation of information. Experience in the use of specialist equipment / systems / techniques relevant to the role. Good communication and interpersonal skills, able to explain technical / legal issues in a straightforward manner. Ability to draft up technical reports and drawing conclusions from the data to inform decision making. Good knowledge of other areas of the authority relevant to the service. 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. Identify areas where improvements could be made within own role. Take appropriate action to ensure / support enforcement of / compliance with regulations. Ensure compliance with safe practice and the legal use/operation of specialist equipment. Identify method of analysis to use and action to be taken within a defined area of responsibility 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. Co-operate with and support colleagues and managers. Escalate problems / issues as necessary. Be a point of contact for clients, providing immediate assistance where situations may not be straightforward. Liaise with external agencies / contractors to exchange information as required.
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.

Factor	Relevant Job Information
	<p>Plan, organise and deliver own work to support the delivery of the regulatory / statutory / legal service and ensure completion of tasks within required standards and timescales.</p> <p>Investigate compliance / legal issues within area of responsibility. Including where required more complex / serious issues within specific area of specialisation.</p> <p>Collate, enter, process and analyse information / evidence using the appropriate systems.</p> <p>Research and evaluate information as required and produce reports with recommendations.</p> <p>Work with partner organisations as required.</p> <p>Support customers to plan improvements and monitor outcomes.</p> <p>Assist in the preparation of tenders and contracts.</p> <p>Organise and maintain records and documents using appropriate process / system.</p> <p>Undertake external visits to support service delivery.</p>
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	<p>Work may require some physical effort.</p> <p>Majority of work may be performed outside in all weathers or exposure to moderate noise or dirty or difficult and unpleasant surroundings / conditions.</p> <p>Work potentially involving some risks due to nature of activities being provided and / or environment or public / customers.</p>
Our Identity	<p>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.</p> <p>All of us are expected to demonstrate the ten 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.</p>
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.

Wiltshire Pension Fund also has its own identity, vision and goals, which are set out on the Fund's webpage: <https://www.wiltshirepensionfund.org.uk/Our-vision-goals-and-values>

ROLE DESCRIPTION

Role description:	Employer Support Officer	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT07-2369	Grade G
Number of posts:	Various	
Service/Team:	Pensions, Employer Services	
Reports to:	Employer Services Manager	

Job Family overview

Regulation & Technical job family overview:

Monitoring and enforcement of prescribed regulatory areas. Provision of services of a technical, vocational or specialist operational nature to internal and external customers

- Assessment of physical or administrative situations
- Judgement or recommendation regarding infringement
- Advice on resolution to participant
- Delivery of authoritative technical services to meet specific event based request
- Vocational and / or theoretical knowledge and skills in specific discipline

Service / Function Context

The overall responsibilities of the service/function are:

The purpose of the Fund 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 170 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. The LGPS benefits being administered amount to liabilities and assets currently valued at c£3bn

The correct administration is critical to ensure the Fund operates within various, complex regulatory requirements and avoids fines by the Pension Regulator along with the associated reputational risk.

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 (circa. £40m per annum for Wiltshire Council alone) and for many smaller employers 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 170+ 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, of 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.

Job Purpose

To work alongside colleagues to ensure all the data held within the Pension database is accurate and fit for purpose to ensure the correct calculation and payments of Local Government Pensions. The data held in the database represents over £3billion of pension liabilities. This role is essential to ensure the Fund meets its requirements under the Data Records Act which is monitored by the Pension Regulator. This role will undertake continuous data cleansing activities while assisting employers with their data submissions.

The Employer Services team will work across participating employers to help ensure that all monthly data is processed correctly through the i-Connect portal and will complete the resulting work such as the processing of refunds, deferred benefits, change of details and new starters.

Specific duties and responsibilities include:

a). i-Connect and employer related duties:

- **i-Connect checks:** For all employers assigned, ensuring all i-Connect issues or errors are cleared, all checks and controls are passed and follow up data is obtained (for example, pension remuneration figures).
- **Deferred and refund processing:** To validate and calculate deferred benefits for early leavers and notify members of their entitlements and process claims for refunds of pension contributions, including dealing with any tax requirements.

- **A1/A2 Aggregation processing:** To process automatic internal aggregations of resulting for new starters or leavers.

Employer technical support: Provide regular data and administration led support to Wiltshire Pension Fund's 190+ employers by responding to any technical queries they have that relate to data shared with the fund.

- **Data reconciliations:** To support more senior colleagues with the resolution of data issues.
- **Change of details:** To update members records to reflect changes in circumstances e.g., name, address changes, alterations to working hours and periods of absence.
- **Statutory notices:** To issue Statutory Notices to scheme members when required.
- **Workflow:** To set-up cases within the workflow system and complete as requested.
- **APCs:** To process member's applications for Additional Pension Contributions (APCs) to purchase extra/lost pension.
- **Queries:** To deal with enquiries by telephone, correspondence and email and to provide cover of the pension mailboxes during office opening hours.

b). Other duties

- **Data improvements:** To support with correction of data issues from data reconciliation exercises and other related exercises.
- **Lean/Systems Thinking:** Support the introduction of changes in working practices resulting from the introduction of more efficient methods of processing member data (e.g., the introduction of employer and employee on-line portals), assisting them in resolving any issues they may have in either providing the data required or providing it in the format required
- **Project Support:** Contribute to all projects which are directly or indirectly concerned with data quality issues, assisting in the resolution of any data cleansing that is required (e.g., the major government led GMP reconciliation project), assisting in the resolution of any data cleansing that is required (e.g., the major government led GMP reconciliation project).
- **Lean/Systems Thinking:** Identify areas for Wiltshire Pension Fund to improve its data related processes and procedures in ensure the section works in an efficient and accurate way, recommending changes to procedures where identified, recommending changes to procedures where identified.
- **Other:** To carry out any other reasonable duties within the overall function, commensurate with the grade and level of responsibility of the role

Person Specification

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

Essential

- Chartered Institute of Payroll & Pensions (CiPPs) Certificate in Pensions Administration or equivalent or a willingness to work towards it.
- Chartered Institute of Payroll Professionals (CIPP) **Year 1** Foundation Degree in Pensions or equivalent or a willingness to work towards it.
- Knowledge of issues and matters relating to data protection, Local Government and the Pension Industry
- Previous experience of computerised pensions administration or payroll systems
- Excellent inter-personal & communication skills
- Ability to interpret and understand complex legislation and incorporate into working practices.
- Able to work quickly and accurately in a pressurised environment.
- Excellent organisational skills and able to work independently.
- Able to demonstrate an innovative and pro-active approach to work.
- Advanced user of Excel and familiar with other Microsoft Office products, including Outlook, Word, and Access.
- Articulate, diplomatic and tactful approach matched with a suitable level of assertiveness.
- Analytical approach to problem solving.
- High level of commitment, enthusiasm and self-motivation
- Excellent numerical skills
- Methodical and flexible approach to work
- Fully fluent in English

Desirable

- N/A

Career graded posts

This post forms part of a career grade. Progression through the grades (G-H-I) will be determined by a formal assessment.

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.	<input checked="" type="checkbox"/>
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.	<input type="checkbox"/>
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.	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

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, or be 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.	<input type="checkbox"/>

This role is not politically restricted	<input checked="" type="checkbox"/>
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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	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

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.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
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.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

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	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

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').	<input type="checkbox"/>
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).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input checked="" type="checkbox"/>

Safeguarding

<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input checked="" type="checkbox"/>