

ROLE PROFILE

Job family	Manager	Role profile number	MA13-1268	Grade M
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Job purpose: To manage a team responsible for delivering a service.

Grade M posts focus on the full management of a team of staff and are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and significant relevant experience at a technical/professional level within a related specialist field.

Factor	Relevant Job Information
Supervision and/or Management of People	Full accountability for a team of staff including; managing performance, monitoring quality and quantity of work; disciplinary matters; employee wellbeing; training and development
Indicative qualifications	Degree in relevant profession, or equivalent experience/skills Licence / certificate / qualification required for the role ITQ 2 or equivalent ICT skills and abilities, demonstrating significant experience in IT systems. Level 4 in management or equivalent experience
Knowledge and Skills	<p>Experience of managing, motivating and developing a diverse team of staff</p> <p>Experience of managing staffing budgets</p> <p>Significant relevant professional experience post qualification in a similar work environment.</p> <p>Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism.</p> <p>Excellent ICT skills including use of Microsoft applications and specialist systems</p> <p>Excellent organisational skills and the ability to prioritise workloads of a team to achieve deadlines</p> <p>Thorough knowledge of other areas of the authority relevant to the service.</p> <p>Ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to inform decision making.</p> <p>Experience of defining and developing systems, policies, procedures and / or practices.</p> <p>Experienced project manager with a good understanding of project management methodologies and systems.</p> <p>Excellent time management skills to manage a complex workload prioritise and set deadlines.</p> <p>Transformation management skills to advise on process flow, removal of waste and duplication within and across service areas.</p> <p>Ability to produce business focussed, user friendly reports, policy and project documents where appropriate.</p> <p>Authority and credibility to build relationships and engage successfully with colleagues, customers and partners</p>
Creativity and Innovation	<p>Work on own initiative to manage own activities and the work of the team contributing to longer term activities / plans for the service area.</p> <p>Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services.</p> <p>Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies.</p> <p>Allocate work to the team monitoring quality and outputs</p> <p>Proactively manage staffing issues</p> <p>Research and resolve problems, provide advice and guidance to the team on processes and procedures</p> <p>Lead research and development of systems, policies, procedures and / or standards within specialist area</p> <p>Analyse data/information to highlight and prioritise issues for further investigation, recommending solutions where appropriate.</p>

Contacts and Relationships	<p>Provide advice and guidance on complex issues which could be contentious and challenging in nature.</p> <p>Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers.</p> <p>Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Deal with people at all levels confidently, sensitively and diplomatically.</p> <p>Provide advice to resolve a range of queries from internal / external customers, partner organisations and suppliers. Will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: senior managers, leadership team, councillors, external bodies and partners.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service.</p> <p>Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>Lead initiatives to design and deliver improvements.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p>
Resources	Little or no responsibility for physical or financial resources
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based, but may involve some travelling to other council buildings
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 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	To be responsible for managing services in line with the council's health, safety and welfare policies
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:	Member Services Manager (Pensions)	
Role profile family:	Manager	
Role profile number and grade:	MA13-1268	Grade M
Number of posts:	1	
Number of staff managed:	11	
Service/Team:	Pensions	
Reports to:	Strategic Pension Manager	

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work.

This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

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 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 as well as the Fire Uniform Pension schemes. The LGPS benefits being administered amount to liabilities, valued at the last triennial valuation of £2.5bn and these are funded by assets managed by the Fund of circ. £2bn. The Fund pays out benefits of around £84m each year and receives in contributions from employers of £96m.
- 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 (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 provide leadership to the benefits administration team to ensure that a responsive, efficient, innovative, customer led service is provided to all scheme members and employers.

To manage the benefits team to ensure a high-quality service is provided to all its Members and employer bodies. Support the team in developing their understanding of the rules of the pension schemes they administer, as well as wider pension related legislation and guidance. Provide advice and expertise for all non-standard members' queries that require escalation to ensure they are resolved in a timely manner and that the service targets outlined in the Fund's Administration Strategy are met.

The post will also be part of the management team to ensure the service is developed to meet the changing legislation requirements and to provide support to Fund projects.

Specific duties and responsibilities include:

- Line management of the benefits team, including supervision, appraisal, training, performance targets, discipline and recruitment.
- Support the benefits team in increasing their own personal knowledge and understanding of the rules of the scheme, as well as wider pension related legislation and guidance.
- To act as the escalation point for complex benefits queries and to investigate these cases and respond appropriately, mindful of any sensitivities surrounded them.
- To interpret the provisions and implement changes in the Local Government Pension Scheme, compensation regulations and overriding pensions and related legislation.
- To resolve complex benefit queries regarding the regulations and internal procedures and to take appropriate action. Analyse complex problems or risks and take informed decisions or make appropriate recommendations to the Head of Pensions Administration and Relations.
- To provide one-to-one assistance to individual scheme members or their personal representatives in relation to complex or sensitive pension related matters
- To be responsible for the ongoing monitoring of the working practices and procedures of the Benefits Team, identifying those opportunities to introduce improvements where possible. Devising appropriate changes to working practices and systems, where improvements have been identified or are required, and being responsible for their promotion and implementation within the benefits team, including employer and member on-line tools, guiding the team members through the change process.
- To assist in the preparation of the pension team business plan and objectives and to monitor personal and benefits team progress against objectives.
- To give advice to senior managers and scheme employers in relation to legislative issues concerning the LGPS and wider pension rules.

- To proactively participate in all team projects, assessing any impact on the day-to-day running of the Benefits Team, agreeing those changes within the Management Team and being responsible for implementing any changes whilst managing calls on the benefits team resources throughout the change process.
- To monitor the quality of the work being produced by the benefits team and ensure all staff work in line with the standard process and procedures. Address with the Team any areas where issues of non-compliance are identified to ensure the Team performance is back to the required standard within an agreed timescale.
- To evaluate all the relevant training needs and knowledge shortfalls of the team to ensure they are conversant with all the appropriate legislation at a practical level for their post to ensure operational effectiveness, compliance, professional development and best practice. To deliver or organise training in response to issues as they arise for the team.
- To evaluate the processes and procedures of the Benefits team and to develop them to ensure they meet customers' and legislative requirements and are in accordance with Lean principles. To be responsible for ensuring all changes required are agreed and implemented following discussion and agreement with the Management Team.
- To implement and regularly review the Workflow Task Management system and monitor the levels of work being undertaken by the team.
- To maintain an up to date knowledge of the scheme legislation, software updates and other relevant legislation and to consider implications to the team's processes. Be responsible for implementing any changes within the Benefits Team, following discussion with the Technical & Compliance Manager
- To provide communications on pensions and related matters to the Pensions Team employees, scheme members, scheme employers and elected members.
- To liaise with Council departments, other employers and Government departments on pension related matters.
- To attend and present at Pension Clinics and Employer Forums as and when required and provide additional staff as required.
- To review escalated benefit cases and make decisions where the complex circumstances result in the team not being able to make decisions, ensuring the team receive appropriate coaching for future cases.
- To act upon the outcomes of complaints or disputes to review the team's processes to ensure robustness and implement changes where appropriate.
- To represent the Pension Team at regional and national meetings and conferences (e.g. SWAPOG or the Pension Managers Conference).
- 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

- Degree level qualification or evidence of equivalent experience, knowledge and skills gained in similar roles
- CIPP Foundation Degree in Pensions Administration and Management/PMI Diploma qualified or equivalent
- Minimum of 5 years' experience administering a large final salary pension scheme
- Proven experience in managing a team
- Significant experience of computerised pension systems, in particular the Altair platform used by the Council
- Significant experience on reviewing and implementing changes to systems and working practices in a complex environment.
- Extensive knowledge of Local Government Pension Scheme regulations (past and present) and strong knowledge of Finance Acts, Pension Acts, Disclosure legislation and other related legislation
- Significant knowledge and understanding of government policy in relation to the LGPS and wider pension related issues, and the ability to communicate this to the pension team, elected members, employees and employers.
- Sound numerical skills
- Excellent inter-personal & communication skills
- Ability to develop sound Fund policies in relation to the LGPS and related legislation and to communicate these effectively throughout the Council and to scheme employers and employees
- Ability to analyse complex problems or risks and take informed decisions or make recommendations to the Head of Pensions Administration and Relations
- Ability to interpret and explain complex legislation in simple terms to a varied audience and incorporate into working practices
- Able to work quickly and accurately in a pressurised environment
- Good organisational skills
- Able to demonstrate an innovative and pro-active approach to work
- Demonstrates the ability to manage and supervise a team effectively
- Excellent ICT skills on Microsoft Office products, including Outlook, Word, and EXCEL
- Diplomatic and sensitive approach matched with a suitable level of assertiveness
- Strong customer focus
- Evidence of commitment, enthusiasm and self-motivation

Desirable

Career graded posts

This post does not form part of a career grade.

Supporting information

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

Political restriction	
<p>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</p>	<input type="checkbox"/>
<p>This role is not politically restricted</p>	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
<p>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</p>	<input checked="" type="checkbox"/>
<p>This role does not have any professional or occupational membership requirements</p>	<input type="checkbox"/>

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

Clearances – Baseline Personnel Security Standard (BPSS)	
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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

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