

## ROLE PROFILE

<b>Job family</b>	<b>Organisational Support</b>	<b>Role profile number</b>	<b>OS11-2356</b>	<b>Grade K</b>
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**Job purpose:** Provide specialist professional advice and solutions to enable the most appropriate solutions for a complex work area within and across service areas.

The most common grade for professional level posts across the organisation. Grade K posts are higher in 'Creativity & Innovation' and 'Decisions', with a requirement for problem solving higher than grade J posts. These posts are required to give recommendation and implementation of solutions which have a direct impact on relevant stakeholders. These posts require not only a relevant professional qualification but also practical experience of applying the skills obtained through study, in the workplace

<b>Factor</b>	<b>Relevant Job Information</b>
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met.
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 related IT systems.
Knowledge and Skills	Relevant professional experience post qualification in a similar work environment. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Proven ability to provide advice and make recommendations based on specialist knowledge of specific area. Highlight and resolve potential risks. Knowledge and experience of contributing to the development of policies, procedures and practices. Familiar with wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved Proven ability to interpret and analyse statistical and numerical data, drawing conclusions from the data to make informed decisions. Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure. Experience of co-ordinating projects with service / organisation impact Proven ability to produce business focussed, user friendly reports, policy and project documents where appropriate.
Creativity and Innovation	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. 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. Contribute to long term strategies. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Will be required to plan over a longer period (a year or more) and contribute to long term strategies Lead initiatives to design and deliver improvements and transformation Manage projects, or contribute to larger organisation wide programmes

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.</p> <p>Contacts will include: Senior managers, leadership team, councillors, external bodies and partners.</p> <p>Liaise with and/or advise senior members of staff regarding service issues, problems and processes.</p> <p>Be a representative on behalf of the Service area / Council internally and / or externally</p>
Decisions – Discretion & Consequences	<p>Using general guidelines and utilising a wide range of relevant information, make decisions which impact on the whole organisation. Advice is not normally available.</p> <p>Assess the options and take appropriate action, where only general guidelines exist.</p> <p>Decisions to ensure outcomes are achieved which serve the best needs of the customer and as a consequence can result in improved services.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Deliver complex work programmes within or across specialist areas to meet established operational targets.</p> <p>Research, manage and evaluate complex information / data / feedback. Identify and interpret organisational issues, trends and problems which may have a broad impact.</p> <p>Identify additional requirements or shortfalls and recommend innovative, robust solutions.</p> <p>Monitor and report on service standards as required</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><a href="#">Our Identity</a> 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 <a href="#">Our Identity</a> 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> <p>Wiltshire Pension Fund also has its own identity, vision and goals, which are set out on the Fund's webpage: <a href="https://www.wiltshirepensionfund.org.uk/Our-vision-goals-and-values">https://www.wiltshirepensionfund.org.uk/Our-vision-goals-and-values</a></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 <a href="#">the whistleblowing policy</a> .
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

<b>Role description:</b>	Projects Lead	
<b>Role profile family:</b>	Organisational Support	
<b>Role profile number and grade:</b>	OS11-2356	Grade K
<b>Number of posts:</b>	1	
<b>Service/Team:</b>	Pensions	
<b>Reports to:</b>	Pension Fund Operations Manager	

### Job Family overview

#### Organisational support job family overview:

Delivery of services to support the Council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of Council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

### Service / function Context

The Projects Lead role forms part of the Wiltshire Pension Fund Management team.

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

The role's purpose is to be the Fund's internal project manager. The post holder will work collaboratively and proactively across the Fund's teams to identify and prioritise improvement projects, and bring together stakeholders on larger, Whole Fund projects. The post holder will develop project proposals and plans, and will manage stakeholder relationships to deliver complex projects against challenging timelines. The postholder will be able to reflect on the effectiveness of the work delivered, and use this to inform future ideas and projects.

The work will include managing long-term projects which are required by regulatory change (for example McCloud), whole Fund projects, internal one-off improvement and development projects, and regular projects such as pension increase and annual benefit statements and projects to improve the efficiency of the service etc.

This role will work across all Wiltshire Pension Fund's internal teams and roles, its suppliers, employer bodies and scheme membership to identify and define service improvements which streamline processes but ensure appropriate controls remain or are in place, developing project proposals and working across teams to implement improvements. The intended outputs are to improve KPIs and make better use of all resources. This will require a good knowledge of change management and process efficiency theory and practice, for example, lean/systems thinking, Six Sigma and/or Agile.

The Projects Lead will form part of the Pension Fund Management Team and as such will help decide upon general strategic and management matters.

Specific requirements for this post:

#### Operational and change management

- To identify and analyse complex service issues within teams. This will include liaising with stakeholders, investigating, defining and assessing current working practices.  
*An example of this would be undertaking a series of internal and external surveys to gather opinions on what part of the service participants consider to be poor, analyzing KPIs and benchmarking against peers to identify poor performance and the identifying the root cause for that poor performance*
- Assess best practice case studies from elsewhere, particularly in the public sector, to identify future service requirements and business improvements.  
*This would include researching and meeting with people from relevant best practice authorities to identify ideas which could be utilized in the section.*
- To objectively challenge current working practices and use of resources (e.g., staff, use of technology & service providers) by exploring and developing new and innovative ways of working to maximise efficiencies and/or significantly improve service outcomes.  
*An example of this, would be a root and branches, end-to-end process analysis of one of pension benefits processes using Lean Six Sigma to identify 'waste' steps and inefficiencies and to identify ways to make improvements such as using new software.*
- To specify changes and prepare business cases to justify changes and present these to the Pension Fund Operations Manager, the Head of Wiltshire Pension Fund and the management team.  
*For example, this could represent a proposal for a new process for producing annual benefit statements.*
- To ensure that change plans reflect a system-wide approach (e.g., structure, people, process, culture) and align to Wiltshire Pension Fund's vision, strategy and priorities and consider the wider legislative and governance context.  
*The postholder will need to ensure that projects undertaken are not completed in isolation and are seen as part of programme of projects. This will involve speaking with a variety of stakeholders both within and outside of the section to identify potential issues which may affect the success of a project. It will also involve keeping*

*abreast of national policy and legislative developments.*

- To work with managers and stakeholders to translate changes into achievable project plans and to act as the Project Manager for such projects.

*The postholder will act as the Project Manager for all significant areas of work in the Fund and will have overall responsibility for delivering projects. Typical projects would include, running the triennial actuarial valuation process, implementing new legislation such as GDPR, undertaking large scale process reviews.*

- To undertake post implementation reviews and identification of measurable business benefits as required.

*An example of this would be after a change had occurred to the annual benefit statement process, the post-holder would do a before and after comparison to help identify the success of the change.*

- To be competent in the use of recognised best practice change methodologies including – lean systems thinking, rapid process improvement and BPR – and to continually develop and improve the use of these.
- To maintain contacts within other organisations to support research and wider understanding of change developments.

## Resource Management

- Identify and advise the Pension Fund Operations Manager and the Head of Wiltshire Pension Fund on the right people and expertise required to be involved and, once agreed, to brief the people accordingly on their role.  
*This would apply for all significant areas of work.*

## Project Management

- To lead all identified projects within the section, utilising resources as agreed and required and to ensure all agreed objectives are met including those relating to cost and time.

## Communication

- To present findings from business change projects and other associated work to the relevant managers/committees as required.
- To prepare and present reports to managers relating to business change projects as required.

## Systems and Information

- Identify opportunities for use of internal and external software and systems and information to provide new ways of working.
- Work with ICT service and others to ensure that system IT requirements to support business change are understood.

This role will also work closely with the Systems Manager and Data, Performance and Reporting Manager to provide cover and ensure synergy of working.

## Person Specification

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

### Essential

#### Professional Qualifications/training

- Educated to degree level or an equivalent level of experience
- Project Management Qualification (PRINCE2, APM or similar)
- Evidence of on-going commitment to Continuing Professional Development (CPD)

#### Knowledge

- Excellent understanding of change methodologies such as Lean, Six Sigma, Rapid Process Improvement and BPR.
- Good understanding of programme and project management methodologies.
- Good functional understanding of key technologies to support transformation.

#### Experience

- Demonstrable experience as a business analyst/ change analyst/ change manager or similar over a period of three years or more.
- Evidence of devising or being involved with creative solutions to service-based issues, including using appropriate software.
- Experience of leading on projects and acting as a Project Manager on small to medium size projects.
- Experience of operating at a senior level to implement cross-service change initiatives.
- Experience of change recommendations being successfully implemented.
- Experience of preparing business cases for change including supporting financial data.
- Experience of writing and presenting proposals to senior staff including directors.

#### Skills

- A pro-active and creative approach with a real drive for change and challenge.
- Excellent communications skills, both verbal and written, and well developed report-writing skills.
- Excellent inter-personal skills with an appropriate level of assertiveness balanced by a diplomatic and sensitive approach.
- Advanced spreadsheet and word-processing skills.
- Well developed business presentation skills.
- Well honed organisational skills, including the ability to work to tight deadlines and manage competing priorities.
- Evidence of strong influencing and persuasion skills.
- Self motivated, enthusiastic and committed.
- A credible confident approach.
- A natural team player who will complement the existing team.



### Desirable

#### Professional Qualifications/training

- Relevant business change methodology accreditation (e.g., Lean, Business Process Reengineering (BPR) or Six Sigma).

#### Experience

- 5 years' experience of administering a large final salary pension scheme
- Experience of running a Lean intervention.
- Experience of rapid process improvement techniques

#### Knowledge

- Evidence of specific LGPS pension expertise
- An appreciation of the wider issues facing the pensions industry nationally and service deliver in local government.

#### Skills

- Extensive experience of computerized pensions administration systems, in particular Altair or UPM.

### Career graded posts

This post does not form part of a career grade.



## Supporting information

Driving classification	
<b>Occasional driver</b> 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"/>
<b>Regular Driver</b> 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"/>
<b>Required Driver</b> 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.	

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

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 checked="" type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input 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 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 GCSX network 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 <b>level 2*</b> . (*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 <b>level 3*</b> (*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"/>