

ROLE PROFILE

Job family	Regulation & Technical	Role profile number	RT08-2371	Grade H
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Job purpose: Monitoring and enforcement of prescribed regulatory areas, which will include but not limited to, recommendations regarding infringement, resolution advice, event based activities. Provision of services of a technical, vocational or specialist operational nature to internal and external customers. To provide legal / regulatory /statutory monitoring and enforcement support within a specific work area.

Grade H posts will be required to undertake research and analyse information to provide recommendations to both internal and external stakeholders. Grade H posts are higher in 'Contacts & Relationships' and 'Creativity & Innovation' with increased impact from decisions made compared with grade G posts. This level of post is common across the organisation as an entry level post within the field where postholders will be working towards a relevant professional qualification.

Factor	Relevant Job Information
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	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 acquired on-the-job which demonstrates ability to undertake and develop within the role 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, analysis 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 draw 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	Creativity and innovation is a feature of the job along with ability to interpret general guidelines to resolve issues. Provide evidence and documentation for the council at inquiries / court etc. Take appropriate action to ensure / support enforcement of / compliance with regulations Undertake the full range of registration duties, conducting legal and civil proceedings as required Issue licences / registrations or other authorisations. Ensure compliance with safe practice and the legal use/operation of specialist equipment. Support the development and delivery of team plans. Identify method of analysis to use and action to be taken within a defined area of responsibility. Recommend options, primarily through reference to precedent, supported by original thinking, within guidelines and procedures
Contacts and Relationships	Providing more specialist / professional advice and guidance where the situation and outcome are not straightforward or well established. Involves supporting or guiding colleagues / customers / stakeholders on issues relevant to the service area. Deal with people at all levels confidently, sensitively and diplomatically.

Factor	Relevant Job Information
	<p>Be first point of contact on a range of queries from internal / external customers, will be dealing with challenging situations where influence could be required.</p> <p>Contacts will include: colleagues, senior managers, partners, customers, members of the public, and stakeholders.</p> <p>Liaise with external agencies to exchange information. Communicate changes in policy and working practice to contacts.</p> <p>May involve contact with solicitors / court officials</p>
Decisions – Discretion & Consequences	<p>Work is carried out following the framework of accessible guidelines and processes.</p> <p>Decisions are made based on a range of established practices</p> <p>The consequences of the decisions will have a material effect on the service.</p> <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>
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:	Member Services - Senior Officer	
Role profile family:	Regulation & Technical	
Role profile number and grade:	RT08-2371	Grade H
Number of posts:	Variable	
Service/Team:	Pensions	
Reports to:	Member 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

The purpose of this post is, using their knowledge to administer pension benefits. This includes:

- the interpretation and application of the Local Government Pension Scheme (LGPS) regulations in conjunction with Social Security and HMRC Taxation rules;
- determining and processing leavers benefit entitlements for age, redundancy, efficiency, flexible and employers consent retirements and dependent death benefits;
- Aggregation of benefits (all types)
- Transfers in and out of the Fund
- calculating and initiating payment of deferred benefits due for payment and making adjustments to pensions already in payment;
- Support Scheme members but answering technical queries.

Specific duties and responsibilities include:

To perform all the duties of the Member Services Officer role

In addition, to perform the following duties:

- **Retirements with AVC/ill-health benefits:** To calculate and initiate payment of complex retirement benefits for the LGPS and informing the retiring members of their tax-free cash options, including ill health retirements and Additional Voluntary Contributions (AVCs) where applicable, to calculate and provide estimates of retirement and death benefits to scheme members and employers. This post will undertake the more complex entitlements that would not be expected to fall into the Member Services Officer role.
- **Transfers out quotes:** To perform transfer out quotes for other schemes.

- **Aggregations:** To calculate and perform aggregations for the remaining scenarios not covered above.
- **Complex cases:** Processing of complex aggregation and concurrent membership calculations in respect of individuals with previous LGPS membership that cannot be easily carried out by Member Services Officers, setting out the various options to the scheme member enabling them to make informed decisions
- **Complex queries:** To deal with more complex queries from members and employers and to provide advice and support to Member Service officers (including training new staff).

Person Specification

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

Essential

- Chartered Institute of Payroll & Pensions (CiPPs) Certificate in Pensions Administration (or equivalent experience) and a minimum of 2 years' experience administering a large defined benefit pension scheme with a working knowledge of the Local Government Pension Scheme regulations.
- Experience of completing the tasks (or equivalent) as set out within this role description
- Experience of computerised systems (ideally Altair)
- Sound numerical skills
- Proven customer care skills
- Excellent inter-personal & communication skills
- Ability to interpret and explain complex legislation in simple terms and incorporate into working practices. An ability to work upon complex cases with minimal support from colleagues and line managers.
- Experience of providing support and training to less experienced staff.
- Ability to work quickly and as part of a team in a busy and pressurised office environment
- Good organisational skills
- Able to demonstrate an innovative and pro-active approach to work
- Excellent ICT skills on Microsoft Office products, including Outlook, Word, and Excel
- Ability to confidently collaborate and network with neighbouring authorities to share ideas and improve working practices
- Diplomatic and sensitive approach matched with a suitable level of assertiveness
- Strong customer focus
- Evidence of commitment, enthusiasm and self-motivation

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

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"/>

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 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 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"/>