

JOB DESCRIPTION

Job title	Pensions Officer
Sector/Function	Finance
Department	Payroll
Reports to	Deputy Payroll Manager
Grade	Grade 3

Job purpose	<p>Ensure accurate and timely deduction and payment of pension contributions by applying contractual and statutory requirements and internal policies.</p> <p>Provide an effective administration service to meet the requirements and regulations of all pension schemes of which our employees are members.</p> <p>Contribute to continuous improvements in payroll and pension processes and their links with wider organisational processes.</p>
Key accountabilities	<p>Support with the accurate and timely delivery of Turning Point's payrolls</p> <ul style="list-style-type: none"> • Process pension applications, leavers, annual renewal requirements and contribution rate changes for the organisation's workplace pension schemes, including the NHS and Local Government Pension Schemes. • Undertake manual calculations to ensure pension contributions are correct for starters, leavers, and employees with variations, maternity leave and other adjustments to their payments and deductions. • Process payments and deductions within statutory and contractual limits, ensuring they are duly authorised. • Undertake accurate and appropriate checks for all payroll and pension processes to ensure robust application of contractual, statutory and audit requirements. • Support with meeting all statutory reporting, record keeping and administration requirements relating to all payrolls and pension schemes, including the production and distribution of payslips, P45's and P60's. • File (electronic or paper) payroll and pension records and data by applying policies and procedures relating to contractual, statutory and audit requirements. • Work with the bid teams to identify and escalate pension risks attached to tenders for new contracts. • Arrange admitted body status and extensions to our direction status when employees TUPE into the organisation with Local Government and NHS pensions. • Work with HR to ensure that the internal and external requirements relating to all pension schemes are met on a timely basis when employees TUPE into the organisation. • Work with the Family Liaison Officer (FLO) in supporting beneficiaries in death in service situations. • Support the Payroll team in meeting the needs of the organisation. <p>Work towards a pensions qualification to support personal development objectives.</p> <p>Provide management information and data to help decision making and continuous improvement</p> <ul style="list-style-type: none"> • Provide accurate and meaningful management information as required by both internal and external customers, based on data extracted from internal applications and databases.

	<ul style="list-style-type: none"> Produce and distribute ad-hoc information as determined by legislation and business needs. 	
	Constantly challenge processes and contribute to on-going improvements <ul style="list-style-type: none"> Identify areas in payroll and pension processes that are working well and areas for improvement. Contribute to the implementation of improvements to payroll and pension processes. Support IMT with the development of payroll applications. Support the Deputy Payroll Manager in documenting, reviewing and updating payroll and pension processes and on a continual basis. 	
	Provide an excellent customer service to all internal and external stakeholders who contact the payroll team <ul style="list-style-type: none"> Demonstrate an ethos of customer service and of being person centred. Take personal ownership and responsibility for the full and timely resolution of issues. Communicate with all stakeholders effectively and appropriately, ensuring they have full and accurate information and avoiding the use of jargon. Maintain/acquire an up-to-date knowledge of the regulations and requirements associated with all pensions of which our employees are members, seeking external advice where necessary. Comply with confidentiality policies and procedures at all times. Understand the requirements of GDPR and ensure compliance in the processing, reporting and storage of personal and sensitive data. 	
Dimensions	Direct reports: 0	
	Total staff overseen: 0	
	Planning outlook	Weekly, monthly, quarterly and annually.
	Internal contacts	Finance team, HR team, line managers, all employees,
	External Contacts	HMRC, Courts, Councils, financial authorities, Pensions Regulator, NHS Pensions Agency, LGPS Admitted Bodies, Auditors and other third parties.

PERSON SPECIFICATION

Job title	Pensions Officer	
Personal attributes	Essential	Desirable
	<p>Enthusiastic and positive with a 'can do' attitude and the initiative to highlight where improvements can be made – they do not wait to be asked.</p> <p>Forward thinking and strong problem solving skills with the ability to identify the root cause of issues and address them with appropriate solutions.</p> <p>Effective oral and written communication skills, including the ability to communicate effectively to all parts of the organisation and other outside bodies.</p> <p>Ability to work as part of a team, demonstrating support to other organisational teams</p> <p>Excellent time management with the ability to work to varying deadlines and high work volumes.</p>	<p>Coaching and mentoring skills of other team members.</p> <p>Curious and inquisitive style, ensuring that the task is fully understood before undertaking it, demonstrating strong listening skills and asking challenging questions where appropriate to identify better ways of working.</p> <p>Building relationships with our customers (internal and external) through delivery of a high standard of customer service and understanding their needs from their perspective.</p>
Technical attributes	Essential	Desirable
	<p>Experience of a salary sacrifice workplace pension scheme.</p> <p>Experience of pension scheme starters, leavers and year-end administration including NHS and Local Government Pension Schemes.</p> <p>Exposure to pension auto enrolment legislation.</p> <p>Experience of processing complex monthly payrolls with a large volume of employees.</p> <p>Ability to use Microsoft Office applications to an intermediate standard</p>	<p>Experience of Midland HR's Trent HR/Payroll application.</p> <p>Experience of TUPE legislation requirements and responsibilities both in and out of an organisation.</p>

	<p>Ability to undertake manual calculations (including tax, NIC and pension deductions) in line with legislation</p> <p>A practical understanding of confidentiality and data protection legislation.</p> <p>A good knowledge of payroll and pensions legislation coupled with the ability to respond to and apply mandated changes.</p> <p>Experience of delivering a customer focused in-house payroll service.</p> <p>Excellent numeracy and analytical skills.</p>	
--	--	--

Acquired experience & qualifications	Essential	Desirable
	<p>One year's experience of processing complex monthly payrolls with a large volume of employees.</p> <p>One year's experience of processing pension contributions for complex monthly payrolls with a large volume of employees.</p>	<p>Recognised payroll qualification.</p> <p>Recognised pension qualification.</p> <p>Three years' experience of processing complex monthly payrolls with a large volume of employees.</p> <p>Three years' experience of processing pension contributions for complex monthly payrolls with a large volume of employees.</p>

Other requirements	Essential	Desirable