



Working on behalf of



**Pension Projects and Contact Manager**

**Grade: PO6**

**Location – Havering & Newham. The post holder must be flexible and work across sites in both Councils.**

Accountable to:	Head of People Transactional Services
Accountable for:	<ul style="list-style-type: none"> <li>• Effective management of the Pension Administration, le and risk, and other pension fund contracts, ensuring compliance to legislation and service agreements as well as demonstrating effective value for money.</li> <li>• Leading on projects such as Triennial Review, AVC scheme, GMP, policy reviews etc.</li> <li>• Identifying improvements and changes to the Council's and Pensions Service and work with the contractor to implement change effectively.</li> <li>• Up to 5 staff on a project basis as and when required.</li> <li>• Working with scheme employers, so that they understand and meet their statutory/regulatory requirements in partnership with the pension administration contractor including communication and engagement on current schemes and future changes.</li> <li>• Carrying out specific risk management responsibilities, working with governance and compliance contractors to report on and work with employers to ensure admission agreements and bonds or other security as applicable is in place and monitor employer deficits and performance.</li> <li>• Monitoring collection of accurate and on time contributions</li> <li>• Provide advice and guidance to the Pension Boards and present updates to Pension Committee as required</li> <li>• Working with the Pension Administration contractors to ensure Employers are supported to provide accurate data, including pensionable pay figures.</li> </ul>
Job Purpose:	<ul style="list-style-type: none"> <li>• Implement efficiency and manage contracts for the provision of pension services for oneSource on behalf of the London Borough of Newham or Havering.</li> <li>• Liaise with the Pensions Contractor to ensure all administration duties are carried out as per the specification requirements set out in the contract and manage value for money, changes in the pension legislation and business change.</li> <li>• Ensure the contractor advises of all Regulation amendments and that Newsletters and Annual Benefit Statements are provided and that Scheme Guides are updated accordingly.</li> <li>• Monitoring and measuring the Pensions Administration Contract to ensure that standards are being met and manage associated issues and risks.</li> </ul>

	<ul style="list-style-type: none"><li>• Proactively identify and recommend process improvements that increase efficiencies and enhance customer experience.</li><li>• Assess the impact of changes to legislation to the fund's employers and its members, taking a lead on the response, carrying out a project plan working to ensure compliance.</li><li>• Work with Pension contractors, to ensure the fund is aware of Employer and other risks that may impact the Pension Fund.</li></ul>
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Specific Responsibilities

**Contract Management**

- Provides timely advice and information to strict deadlines to letting authorities/council services and to contractors considering whether to apply for admission to the Councils LGPS fund or set up or use a broadly comparable scheme in accordance with approved policy and legal requirements.
- Direct and advise Employers to ensure they understand the requirements prior to admitting bodies into the fund, ensuring they understand they must have agreements and bonds or other security in place in accordance with the latest regulations and approved policy. That control procedures are in place to implement them in relation to the operation of the LGPS, so that authority Council taxpayers are not called upon to underpin a contractor's pension liabilities in the event there is commercial failure during the life of the admission agreement or prior to collection of any exit payment.
- Monitor and co-ordinate to conclusion any bulk transfers resulting from the admission or departure of an admission body to or from the Fund.
- Facilitate the involvement of the Fund actuary at the start of the procurement process and the agreement of the letting authority or Council service to bear the cost of the actuarial fees incurred.
- Ensure all admission agreements and bonds or other agreed security are in place prior to, or on the date that staff transfer to their new employer.
- Establish administering authority criteria to establish whether letting authorities/Council services have adequate risk assessment procedures for determining the adequacy of bonds or indemnity arrangements.
- Monitor letting authorities/council departments to ensure they are keeping under assessment the level of risks, even where these are negligible at the start of the contract, and the need for subsequent bonds and indemnity cover for admission bodies during the lifetime of the contracts.
- Raise awareness that admission bodies must, as part of the admission agreement that they have entered into, notify the Council as the relevant administering authority of any changes in employment terms that could affect the Fund and of other matters detailed in the agreement. Facilitate review of contribution rates in the event of any material notifications.
- Engage with new scheme employers to make them aware of the procedures and policies they must follow as a participating employer in the Fund, the formal and deadlines for doing so and the penalties that will be applied if not met.
- Represent the authority, at pension forums to further develop knowledge and use of best practice.
- Maintaining a detailed knowledge of the Local Government Pension Scheme and be able to provide guidance and support to the authority and committee.
- Lead on implementing any regulation or legislation change impacting the administration of a scheme for the authority and employers.
- Lead on ensuring contractors and employers are informed of any and all legislative changes or Government policy which effect members and/or fund. Working in collaboration with the pension administration contractors and
- Reporting to the Pension Regulator
- Facilitate the collation of details of staff that are likely to be transferred to the contractor or other service delivery arrangements to the Fund actuary and production of new and revised rates and adjustment certificates and levels of risk information where appropriate.
- Take necessary action before and on termination of an admission agreement – facilitate actuarial valuation and collection of all outstanding and exit payments.
- Formulate and maintain corporate risk registers relating to the management of admitted bodies.
- Prepare reports and present to the Pension Committee on all matters relating to new employer admissions.
- Support, as time allows with employer engagement activities for established

employers.

- Ensure that estimations of benefits are produced by the contractor and that this information is passed onto relevant stakeholders.
- Discuss estimates of benefits with employees/HR/management including any on-going costs to the authority and where necessary referring them to the contractor.
- Agree contractual performance and pay invoices on due date to various bodies in connection with the contract.
- Liaise and hold meetings with the internal and external stakeholders on pension issues when required.
- Hold regular meetings with the contractor in line with audit requirements.
- Rectify any problems or complaints made by employees with regard to the service provided by the contractor.
- Liaise with Actuaries regarding pension issues and provide information for Admission Agreements, Broad Comparability Studies, FRS17 and Valuation exercises.
- Work with minimal supervision.
- Obtain relevant information and feedback from Councils to ensure effective contract management.
- Be responsible and support team members with 2nd Stage Pension Appeals and advise employees on benefits after liaising with the Pensions Contractor. To look at the decision process of the Stage 1 Appeal and respond accordingly. Preparation of paperwork for Stage 2 appeal for employee to progress to Ombudsman and advise Section 151 officer on the status.
- To work alongside Internal Audit's Fraud section to assist with the bi-annual National Fraud Initiative (NFI). Run reports from system to check for deceased and re employed pensioners on payroll and take appropriate action.
- To be responsible for the application and communication of the annual Pensions Increase awards to all pensioners.
- Be responsible for all monetary contributions from Admitted Bodies are received, recorded and correctly allocated to the pension fund by the statutory due date
- Be responsible for the authority's monthly pension accounts regarding benefits paid to staff leavers and payments coming in to the fund regarding transfers, ensuring that all benefits are allocated to the correct cost centres.
- Be responsible for the information required for annual benchmarking information and Freedom of Information requests.

### **Projects**

- Engage with stakeholders to ensure legislative pension requirements are implemented specifically regarding schools, academies, catering services, small businesses etc outsourcing of services.
- Effectively identify and manage projects and associated resources to implement improvements and changes to the pension services.
- Develop PID's, determine tasks, guidelines and write update reports for new projects in pensions administration
- Maintain a risk management programme for the Pensions Service as part of a comprehensive assurance framework in relation to the overall Pension Programme.
- Proactively identify and recommend process improvements that increase efficiencies and enhance customer experience.
- Support the transition of the Pension Team through system and legislative changes, including conducting Pension Seminars.
- Promote, foster and sustain working relationships with associated and affected interest groups to progress the Pension Service's objectives and maintain a high standing with interested parties.
- Advise and guide Pensions Board on appropriate issues and undertake

relevant actions to resolve the queries.

- Establish and deliver pre-retirement courses, seminars and workshops are available for employees and employers.
- Ensure that the contractor provides Human Resources and Central Payroll with the relevant information in the proper format and that the correct information is provided by oneSource to the contractor to ensure the administration can be carried out correctly.
- Ensure that estimations of benefits are produced by the contractor and relevant information is passed onto Human Resources and employees.
- Responsible for identifying improvements and managing projects to deliver agreed outcomes.
- Assist Pensions Board by providing relevant information.
- Deliver changes to Pensions Services that enhance and improve service delivery to customers and members.
- Work with stakeholders both internal and external to ensure changes are assessed and scoped and new project identified.
- Ensure project documentation including scope and feasibility, project and resource plans, risks controls and issues logs, communication plan etc are established and maintained.

<p>oneSource Corporate Critical Success Factors</p>	<ul style="list-style-type: none"> <li>• Provision of and delivery of value for money quality services – ensuring a high level of service that is reflective of all customer needs</li> <li>• Anticipates and plans for customer needs and demands – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach</li> <li>• Delivers a resilient business, which continuously improves and innovates with healthy revenue streams</li> <li>• Operates an ethos of joint working and operates across oneSource regardless of location</li> <li>• Delivers capacity and capability to operate and improve the business and delivering resolutions to problems and challenges</li> <li>• Delivers a flexible and scalable service to innovate, enhance market knowledge and continuously improve</li> <li>• Invests in people and skills to deliver a sustainable business</li> <li>• Provides a transactional service that is multi-channelled, face to face, local and nationwide</li> <li>• Provides effective contract management ensuring services are delivered to agreed targets and standards</li> </ul>
<p>General</p>	<ul style="list-style-type: none"> <li>• OneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work.</li> <li>• Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately</li> <li>• Deal with any Safeguarding issues that might arise, in line with the Council’s policies and procedures.</li> <li>• Comply with Health and Safety Regulations associated with your employment.</li> <li>• Be aware of the council’s responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.</li> <li>• To treat all information acquired through your employment, both formally and informally, in strict confidence</li> </ul>

## Newham Person Specification

(Not applicable for Havering staff)

<p><b>Able to demonstrate and evidence a highly developed Competence in:</b></p>	<ul style="list-style-type: none"><li>• Effective leadership of people and resources</li><li>• Service improvement, maximising efficiency and new delivery models for the functions within the shared service.</li><li>• Effective contract management effectively including contract negotiation, award, performance measurement, conflict resolution and contract review to ensure value for money and best practice through service provision.</li><li>• Leading, managing and delivering projects and transformational change.</li><li>• Communication to various stakeholders using all styles of media available.</li><li>• Working in a complex organisation.</li><li>• Presenting to stakeholders complex information that is concise, clear and understood.</li></ul>
<p><b>Able to demonstrate and evidence Knowledge and experience in:</b></p>	<ul style="list-style-type: none"><li>• Proven success in managing and delivering projects within a pension administration environment.</li><li>• Experience evaluating project status and implementing changes to improve the project delivery including the management of risk, issues and controls.</li><li>• Experience defining pensions administration best practices, based on government's standards and regulations.</li><li>• Extensive knowledge of the Local Government Pension Scheme.</li></ul>
<p><b>Behaviours and personal qualities</b></p>	<ul style="list-style-type: none"><li>• Ability to balance competing priorities and deliver within tight timescales.</li><li>• A team player, highly motivated and resilient.</li><li>• Ability to listen to, and takes cognisance of, the views of others along with a high degree of integrity and probity.</li><li>• Skilled communicator with the ability to communicate orally and in writing to a diverse range of stakeholders.</li><li>• Ability to influence and negotiate effectively along with the ability to lead, motivate, inspire confidence and enthusiasm.</li><li>• Ability to work on your own initiative and under pressure.</li><li>• Ability to think laterally and to develop creative and innovative solutions allied with an ability to respond to change.</li></ul>