

**NORTH LINCOLNSHIRE COUNCIL**

**CORPORATE SERVICES CABINET MEMBER**

**ADMINISTRATION OFFICER - PENSIONS**

**1. OBJECT AND KEY POINTS IN THIS REPORT**

- 1.1. To seek approval for the appointment of an Administration Officer - Pensions

**2 BACKGROUND INFORMATION**

- 2.1 The Local Government Pension Scheme (LGPS) is a valuable part of the pay and reward package for employees working in local government.
- 2.2 As part of a general review of public sector pension schemes, the Government introduced changes to the LGPS for employees in England and Wales from 1 April 2008. More of us are living longer and so receiving our pensions for longer, which means the cost of providing pensions has risen. Also, the nature of the workforce has changed, with more scheme members working part-time and looking to achieve a better work-life balance.
- 2.3 As a result, the LGPS has been updated to reflect the work patterns and needs of a modern workforce, and to ensure that the New Look LGPS is affordable whilst still providing an excellent level of pension benefits.
- 2.4 Although the scheme is administered by the East Riding Pension Fund, there continues to be a significant and increasing demand in respect of policy and administrative work to support pensions within North Lincolnshire Council.
- 2.5 Changes to the ill-health retirement benefits have been introduced, with a new, tiered benefits system. The council will be required to deal with any appeals received in respect of ill-health retirement benefits.
- 2.6 The impact of the additional pensions work has been evaluated. As a result, it is proposed that a new post of Administration Officer - Pensions is created. This post will have responsibility for ensuring that a quality, accurate and timely administrative service is provided in relation to the council's pension schemes (Local Government Pension Scheme and Teacher's Pension Scheme).

### **3 OPTIONS FOR CONSIDERATION**

- 3.1 To consider and accept the proposed new post.
- 3.2 To reject the proposed post.
- 3.3 To make recommendations to amend the proposed post.

### **4. ANALYSIS OF OPTIONS**

- 4.1 Acceptance of the proposed new post will enable the council to fulfil its responsibilities in respect of the LGPS and ensure effective service to scheme members.
- 4.2 Rejecting the proposed post will result in the council's responsibilities for pensions administration being inadequately resourced.
- 4.3 Recommending further changes to the job description would require further consultation and the trade unions.

### **5 RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)**

#### 5.1 Financial

The cost of a grade 4 post at mid spinal column, pending a pay award, is £14687 with 29.5% on costs (£4333). These costs will be met from additional budget allocated from corporate resources in recognition of the additional demands placed on the council in respect of pensions provision.

#### 5.2 Staffing

As described above and in 5.1.

#### 5.3 Property

The Corporate Human Resources team is being relocated to Pittwood House. Allowance has been made for the possibility of an additional team member.

#### 5.4 IT

None.

### **6 OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 CRIME AND DISORDER, RISK AND OTHER)**

- 6.1 Pensions administration in respect of the LGPS and the Teacher's pension scheme is an essential process in order to ensure compliance with legislation. Failure to carry this out effectively will impact both on the council and pension scheme members.

## **7. OUTCOMES OF CONSULTATION**

- 7.1 The relevant trade unions have been consulted and are fully supportive of the proposals.

## **8. RECOMMENDATIONS**

- 8.1 That the post of Administration Officer - Pensions be approved.

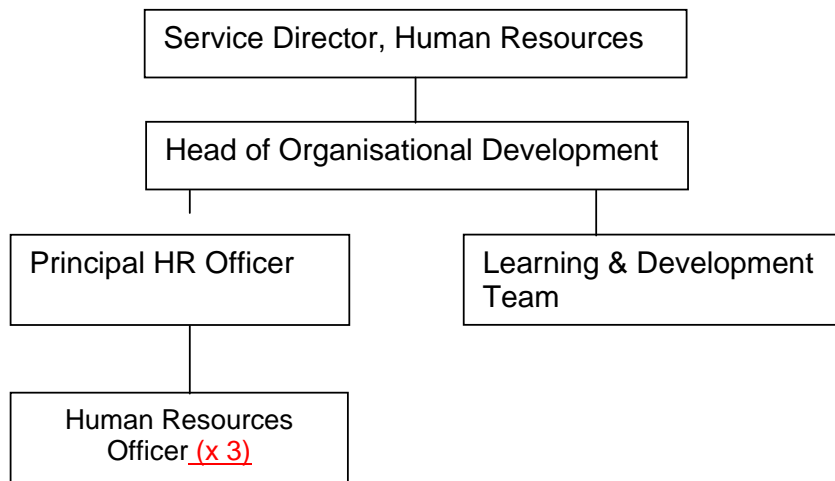
### SERVICE DIRECTOR HUMAN RESOURCES

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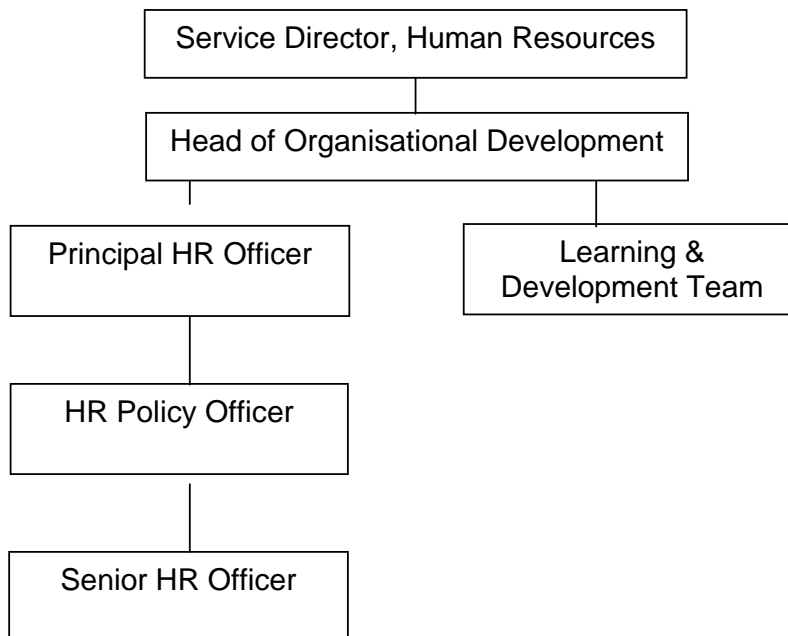
**Background Papers used in the preparation of this report: None**

Appendix 1:

Current structure:



Proposed structure



## NORTH LINCOLNSHIRE COUNCIL JOB DESCRIPTION

<p><b><u>Job Title:</u></b> Administrative Officer - Pensions</p>	<p><b><u>Service</u></b> Human Resources</p>
<p><b><u>Post Number</u></b></p>	<p><b><u>Division:</u></b> Organisational Development</p>
<p><b><u>Grade</u></b></p>	<p><b><u>Section:</u></b> HR Policy Team</p>
<p><b><u>Overall Purpose of Job:</u></b></p> <p>To ensure that a quality, accurate and timely administrative service is provided in relation to the Council's pension schemes (Local Government Pension Scheme and Teachers' Pension Scheme)</p>	
<p><b><u>Main Responsibilities:</u></b></p> <ol style="list-style-type: none"> <li>1) Provides a range of administrative services to support pensions activities and the HR Policy team, including: <ul style="list-style-type: none"> <li>• Word processing of letters, reports and other documents</li> <li>• Data entry</li> <li>• Answers routine and non routine enquiries</li> <li>• Files, updates and retrieves information manually and electronically, including scanning of documents</li> <li>• Deals with confidential matters</li> </ul> </li> <li>2) Processes requests and queries in respect of pensions and other matters</li> <li>3) Prepares and answers routine correspondence by telephone or in writing, covering benefits, entitlements and sundry pensions queries</li> <li>4) Provides relevant and accurate pensions calculations, including gratuity calculations</li> <li>5) Administers the appeals process in relation to pensions</li> <li>6) Utilises the various IT systems in use, including the updating of source information on the council's Intralinc and other systems</li> <li>7) Compiles, develops and maintains statistical information</li> <li>8) Supports effective communication in respect of pensions and other HR issues</li> <li>9) Maintains records and archive systems, in accordance with departmental procedure, policy and statutory requirements</li> <li>10) Liasés with Pension Liaison Officers and other external bodies to arrange meetings and training sessions</li> <li>11) Adopts a "right first time" approach to minimise errors and to produce high quality work</li> <li>12) Supports the team effort in processing fluctuations in workload and meeting deadlines</li> <li>13) Carries out other duties commensurate with the post and the team</li> </ol>	

## **Knowledge, Skills and Experience required:**

1. Good verbal and written communication skills
2. Excellent organisational skills
3. Experience of working in a busy office environment
4. Knowledge of pensions
5. Excellent IT skills and knowledge
6. In-depth knowledge and skills of Microsoft Office
7. Good research skills
8. Ability to meet tight deadlines
9. Ability to work under pressure
10. Ability to work as part of a team or on own initiative
11. Ability to demonstrate enthusiasm, helpfulness and flexibility in work situations
12. Ability to demonstrate good customer service skills
13. Understanding of data protection and confidential issues
14. Discretion when dealing with confidential matters

## **Creativity and Innovation:**

- 1) First point of contact regarding pensions queries
- 2) Communicates effectively with staff whenever the need arises and recognises the need for action as appropriate
- 3) Maintains regular updates in respect of legislation and changes to pensions schemes
- 4) Uses initiative as well as recognised procedures to deal with issues as they arise
- 5) Creates appropriate materials and PowerPoint presentations to support meetings, pensions training courses and other requirements
- 6) Develop and produce graphical information to support statistical information

## **Decision Making:**

- 1) Uses own initiative and decides own work priorities against a background of constantly changing demands
- 2) Decides when it is necessary to make adjustments to planned activities in association with managers and officers to ensure efficient administration
- 3) Decides when to refer queries to Principal HR Officer
- 4) Organises pensions and other stationery to meet requirements

## **Contacts and Relationships**

### **Daily**

- Officers - receives information from and gives information to officers
- Previous employees – deals with pensions queries f
- External pension providers - receives information from and gives information to

### **Frequent**

- Union representatives
- External bodies, such as Teachers' Pensions and East Riding Pension Scheme

### **Occasionally**

- Chief Executive, Service Directors

**Responsibility for Resources: (to include approximate value, sole or shared responsibility and for what percentage of their working hours away from their designated base)**

None

**WORK ENVIRONMENT:**

**Work Demands**

There are specific deadlines for the production of pensions information on a regular and frequent basis. Time to complete activities will vary.

Disruptions are frequently caused by unplanned requests from officers and past employees relating to pensions.

**Physical Demands:**

Sits at desk for most activities.

**Working Conditions:**

Works in office environment

Operates VDU for sustained periods of time

Deals with non-hazardous chemicals involved in photocopying and other forms of document production

**Work Context:**

This post involves some potential for verbal abuse when dealing with queries

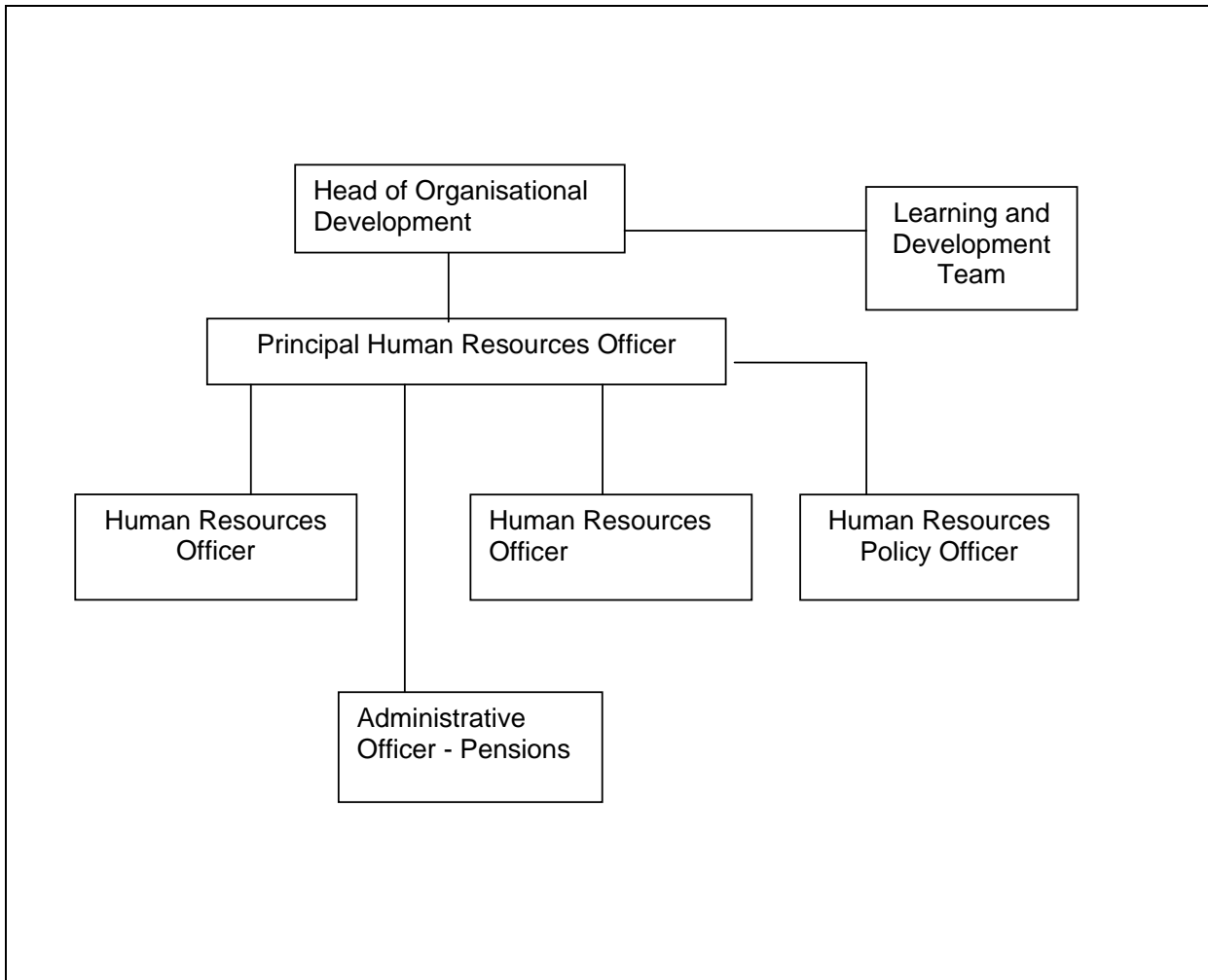
**Position in Organisation**

Indicate how many staff the post is directly accountable for: None

Are posts supervised in more than one location?

Is the supervision shared with another post in the structure?

Please indicate which post(s):



**Note:** Postholders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties which reasonably correspond to the general character of the post and are commensurate with its level of responsibility. This job description is provided for guidance only and does not form part of the contract of employment.