

ROLE PROFILE

Role Profile			
Job Title	Pensions Technician		
Section	Pensions Team	Department	Payroll Services
Reports to (Job Title)	Payroll and Pensions Manager		
Suitable for Job Share (Y/N)	N	If no, state reason	Requirement to provide a consistent service to customers owned by the post holder
Location	Building 2, Derriford Business Park/ Remote – Hybrid	Shift Pattern	Office hours as per company terms and conditions

Job Purpose	<p>Responsible for supporting the Pensions Delivery Team in the effective delivery of a complex service supporting a range of customers including NHS, Teachers, Local Government and third sector organisations, paid through our Payroll and Pensions bureau service. You will deliver a customer focussed, efficient and compliant payroll service, meeting the expectations, needs of and service level agreements with both internal and external customers.</p> <p>Ensures that administration, reporting to pension scheme providers and payment of contributions are processed in line with all relevant regulations, legislation, policies, and terms and conditions of service.</p> <p>Provides advice and guidance to colleagues, employees and managers on all aspects of pension's scheme membership, benefits and costs.</p>
Key Competencies and Output	<ul style="list-style-type: none"> • Supporting on a day-to-day basis of a small team of Pensions Administrators in the delivery of pensions administration as part of the wider payroll service for internal and external customers, ensuring that payments are made accurately, on time and in accordance with conditions of service, regulations, legislation, policies, and procedures governing any payments. Ensuring that excellent customer service is always provided. • Undertake pension administration ensuring the management of workload, correct application, accuracy and timescales are met for internal and external customers. Including: <ul style="list-style-type: none"> ○ Auto and Contract enrolment ○ Periodic returns and reporting of earnings, service and contributions to a range of pension scheme providers including the Local Government, Teachers and NHS Pension Schemes, Peoples Pensions and NEST ○ Starter and leaver administration, managing variations to pay, absences and adjusting deductions from pay. ○ The provision of pension benefit estimates and associated employer costs. ○ Calculation and payment of termination payments. • Assist with validation/reconciliation processes and end of day/week/month/year and start of year routines.

	<ul style="list-style-type: none"> • Provide advice and guidance on more complex pension related technical enquiries and legislative issues to colleagues and customers. Monitoring developments in pension's related legislation, regulations and trends to enable interpretation, assessment, continuing compliance and best practice are applied. • Support the documentation of key processes and to provide training to team members to ensure knowledge and understanding is maintained to deliver services against organisational and client needs. • Contribute pro-active ideas for the ongoing development and continuous improvement of system configuration considering common problems and working with stakeholders to provide solutions. Reflecting enhancements to system functionality delivered by system provider, in transactional and other processes, as required. • Add value to customers by spotting issues ahead of time and helping managers address them. • To act as the critical eye for the service and be pro-active in making service suggestions for continuous improvement in process and use of technology and be open to try new ways of working. • Support colleagues with other specialisms within the team to ensure a smooth and seamless delivery of service. • To maintain the professional standards of customer focused service delivery under direction of the Team Leader, which include maintaining confidentiality of information and ensuring compliance with regulations relating to the access, security, and processing of personal data. • Escalate concerns or issues that may become apparent. • Ensures own expertise is developed and up to date. <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed</p>
<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Desirable to hold qualification in Pensions Administration or equivalent level demonstrating competence relevant field e.g., CIPP Certificate in Pensions Administrations or Payroll Technician Certificate or compensatory relevant experience.</p> <p>Good working knowledge of Track record of continuing professional development to ensure personal knowledge and skills alongside that supporting customer compliance.</p> <p>Knowledge of utilising technology enabled HR and Payroll/Pensions systems and processes.</p>
<p>Corporate Standards</p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p>

	In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).
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