

Delivery Lead

Job Description (Tier 4)

Job Title	Pensions Administration Service Manager
Role Type	Delivery Lead
Salary	HAY F - £54,632 to £61,648
Benefits	<ul style="list-style-type: none"> ✓ Agile working and family-friendly working environment ✓ 27 to 31 days' annual leave plus bank holidays ✓ Excellent contributory pension scheme ✓ Inclusive culture with numerous supportive staff networks ✓ Discounts on wide range of stores, cinema tickets, holidays and more ✓ Car leasing scheme ✓ Health cash plan ✓ Tax-free bike scheme ✓ Wide range of wellbeing resources ✓ Discounted gym membership ✓ Council sports facilities and sports clubs
Directorate	Resources
Team	Finance Transformation and Transactions
Accountable to	Head of Finance Transformation and Transactions
Hours	37 hours per week
Location	Shire Hall, Warwick, with agile working
Accountable for:	
<ul style="list-style-type: none"> • Team Responsibility (FTE) 	28 FTEs with 3 direct reports
<ul style="list-style-type: none"> • Annual Budget 	£2m
Politically restricted role	Yes
JEID (Job Identifier number)	
Essential Qualifications	Foundation Degree in Pensions Administration and Management or equivalent

Key responsibilities (including technical responsibilities and key stake holders/customers)

This role is responsible for all aspects of pensions administration for Warwickshire Pension Fund's Local Government Pension Scheme (LGPS), and for the Warwickshire Fire Pension Schemes.

The position requires management of key deadline-driven tasks across the Pensions Benefits, Membership and Employer Relations teams, while ensuring compliance with all pension fund regulations and other statutory and financial requirements.

There is a strong focus on taking a proactive and collaborative approach to implementing scheme changes, and on harnessing new technology to improve both efficiency and the customer experience.

The post-holder works in close collaboration with the Pensions Investment Team and other key stakeholders, both internal and external, to deliver high quality, responsive services.

Responsible for:

- Leading, motivating and developing c. 28 FTEs, promoting high performance, collaboration and a supportive team environment, to deliver excellent customer service.
- Defining and delivering Warwickshire Pension Fund's strategies and policies to ensure robust governance in accordance with pensions regulations, the requirements of the Scheme Advisory Board and the Pensions Regulator, and the Warwickshire County Council's own internal control framework.
- Managing efficient and effective services to pensioners and other beneficiaries, active and deferred scheme members, and employers.
- Acting as the key adviser and subject matter expert for senior management, the Staff and Pensions Committee, LGPS Local Pension Board and Warwickshire Fire and Rescue Local Pension Board.
- Managing Warwickshire County Council's contracts with key service providers to the Pensions Administration service, including contracts for the pensions IT systems and outsourced provider of Fire Pensions administration.
- Proactively identifying and responding to changes in industry legislation, regulations and guidance.
- Delivering the pensions administration annual business plan in collaboration with the Pensions Investment team.
- Identifying, managing and mitigating key risks, in collaboration with the Pensions Investment team.
- Working closely with internal and external stakeholders to ensure the high quality of data held for LGPS and Fire Pension services, including Warwickshire County Council's Payroll and HR services, Warwickshire Fire and Rescue Service, and West Yorkshire Pension Fund.
- Developing and maintaining positive networks across the sector to share, learn from and promote best practice, e.g. Local Government Association, Scheme Advisory Board, regional and national pensions administration networks.
- Acting as Warwickshire Pension Fund's point of contact for all matters of pensions administration for the Border to Coast Pension Partnership.
- Management of the Pensions Administration service budget of c. £2m.

Person Specification What we are looking for

Role specific and Core Competencies and Professional Expertise that are essential (these will be measured during the assessment process)

- Proven track-record of successfully leading highly motivated teams.
- Excellent knowledge of the Local Government Pension Scheme and Fire Pension Schemes.
- Experience of delivering pensions administration services to pensioners and beneficiaries, active and deferred scheme members and scheme employers.
- Strong understanding of pensions regulations, governance, and compliance requirements.
- Excellent communication and listening skills.
- Experience of working collaboratively with partners to deliver service improvement.
- Experience of implementing new processes and/or technological solutions in a financial environment to deliver efficiencies and savings.
- Foundation degree in pensions administration or equivalent qualification.

Our Competencies

Our competencies and behavioural indicators (defined within each core competency) describe the behaviours, actions and activities which we believe are associated with effective performance and job success. These will be considered, along with the behaviours and values, in our application and assessment process.

Generic Competency	Indicators
<p>Driving organisational performance through change</p>	<p>Endorses and communicates clear messages about priorities, objectives and expectations as well as processes for managing performance. Ensures an inclusive culture where resources and support are available to enable people to be the best they can be.</p> <p>Recognises the need for change, interprets it and initiates change by setting the agenda. Translates the requirement for change into clear objectives, effective plans and systems.</p> <p>Uses change management processes effectively. Engages stakeholders to understand the need for change, to mobilise and build commitment. Identifies and removes obstacles and generates ideas to explore change opportunities and make change happen.</p> <p>Undertakes periodic reviews of commissioning intentions, delivery methods, quality, outcomes and key business measures to identify areas for improvement. Puts in place frameworks to monitor and manage outputs.</p>

	Reviews working practices, identifies and proposes ideas and recommendations to improve the way things are done. Evaluates new ideas and systems of work and implements them in a positive way.
Generic Competency	Indicators
Organisational & People Leadership	<p>Understands how own role and work contributes to team and organisational objectives. Adopts a one organisation approach to service delivery and works within the structure and statutory responsibilities of WCC. Is sensitive to the culture and political context of WCC and works effectively within it.</p> <p>Measures performance, challenges inefficient processes and practices and makes proposals for improvement. Assesses the level of resource, allocates and manages them in order to meet organisational objectives. Enables WCC to respond with agility to changing priorities.</p> <p>Role models WCC leadership behaviours, communicates openly and encourages our people to engage with WCC's vision.</p> <p>Role-models continuous self-learning and development, and supports colleagues to do the same. Ensures that development opportunities are available for everyone. Shares own expertise through coaching and mentoring.</p> <p>Promotes and values equality and diversity, takes account of and learns from different individual needs and views.</p> <p>Role models a collaborative working style where all opinions are listened to and individual needs are taken into account. Recognises individual contribution and success. Ensures the wellbeing of all our people, and promotes WCC's values, behaviours and ways of working.</p>
Generic Competency	Indicators
Finance and Commercial Leadership	<p>Considers key financial and commercial issues and manages contracts and commercial arrangements in a commercially focussed manner, ensuring that value for money is achieved.</p> <p>Understands and uses financial tools, data and processes to maximise value from operational and contractual arrangements to deliver outcomes.</p> <p>Gathers evidence to assess costs, benefits and risks and produces commercially focussed information to inform and advise decisions.</p>

	<p>Seeks improved performance from commercial agreements and arrangements, and challenges gaps between agreed commitments and operational delivery.</p> <p>Monitors and evaluates supplier performance against the specification and, using management information, works with suppliers to make recommendations for continuous improvement.</p>
Generic Competency	Indicators
Strategic Thinking & Planning	<p>Reviews developments externally and the organisation's strategic plans, to identify patterns, opportunities, risks and benefits which affect their work.</p> <p>Remains up to date with developments such as political, economic, environmental, technological, operational and social that have an impact.</p> <p>Develops and uses insights to create prioritised plans to enable the achievement of the organisation's strategic commissioning and delivery goals.</p> <p>Anticipates and responds to organisational issues and challenges by balancing a range of operational interventions and solutions.</p> <p>Ensures all their activities are focussed, co-ordinated and prioritised on delivering greatest value for the organisation.</p>
Generic Competency	Indicators
Performance & standards	<p>Ensures the safe operation of services and compliance with appropriate regulations and legislation.</p> <p>Contributes to and implements the relevant policies and procedures to ensure service outcomes are delivered.</p> <p>Plans tasks, deploys and co-ordinates resources to meet changing operational needs as required.</p> <p>Monitors, plans and reviews service delivery outcomes ensuring objectives and quality are met.</p> <p>Expects and supports high standards of performance through clear purpose and accountability and challenges poor performance.</p>
Generic Competency	Indicators

<p>Relationship Management</p>	<p>Secures the necessary commitment and support for changes or policies from a range of stakeholders by tailoring the approach and tone of any interaction.</p> <p>Works with other people to help gain commitment and support for changes or policies using the appropriate communication channel or method.</p> <p>Utilises logical arguments backed by evidence to support their opinion and advice and persuade others.</p> <p>Engages and empowers others to work collaboratively across all functional boundaries and with partners and stakeholders.</p> <p>Identifies key points to communicate, selecting the appropriate channel and message for influencing the audience.</p> <p>Takes opportunities to understand own style and approach, and how they might influence and persuade others.</p>
<p>Generic Competency</p>	<p>Indicators</p>
<p>Personal Leadership</p>	<p>Displays leadership behaviours and remains calm and objective in all situations.</p> <p>Demonstrates flexibility and adaptability in light of new information. Accepts feedback and responds in a thoughtful and considered way.</p> <p>Delivers personally and through others across projects by setting clear goals and targets, monitoring progress and holding people to account.</p> <p>Pursues and adopts a continuous learning and professional development approach showing interest in new ideas and opportunities to build on success.</p> <p>Builds positive and collaborative relationships based on trust and support.</p>

Our Values and Behaviours

We want to support our workforce to be best they can be. Our Behaviours and values provide a framework for our culture and give reflect the standards we expect from all our people. We are committed to creating a working environment of equality, respect and inclusion where everyone can thrive and contribute to our community. Working with us gives you the opportunity to make a real difference to the lives of the people of Warwickshire.

You must be able to demonstrate you role model the Warwickshire values and six behaviours

Our Values and Behaviours – The Warwickshire DNA



High performing



Collaborative



Customer focused



Accountable



Trustworthy



do what
we say



move with
purpose
and energy



focus on
solutions



help people
and
communities
to find their
own solutions



build strong
working
relationships



be the
best we
can be