JOB DESCRIPTION

Dumfries & Galloway COUNCIL

Job Title: Pensions Assistant		**Ref No:**	**JE Ref:** G624(1)
Department: Enabling and Customer Services	**Band: 6**	**Location:** Dumfries and Galloway	
Responsible to:	Pensions Officer		
Responsible for:	N/A		
Job purpose:	Assist and support the Pensions Officer to develop business systems and processes for the Pensions Section. Assist with the development of effective administrative processes and procedures within the Pensions Section. Provide efficient processing of all inputs/outputs by undertaking data entry to relevant systems, resulting in effective administration within Pensions Section.		
Main responsibilities:	• Acquire and maintain knowledge of pension regulations and associated guidance, policies and procedures to underpin all processing. • Use initiative and problem-solving skills to help create solutions which develop service delivery. • Support Pensions administration and associated work ensuring that key performance indicators are meet and enquiries dealt with. • Ensure business system compliance in accordance with data security, statutory and audit requirements. • Ensure and check the integrity of all data in accordance with data quality requirements. • Provide effective processes which underpin relevant policies and procedures and assist in the effective service delivery across the Council. • Undertake appropriate project tasks as directed.		
Job Activities:	1. Provide dedicated support to the Pensions Section as required. 2. Undertake the calculation and processing of a variety of pension benefits and associated payments. 3. Provide first point of contact support; responding to, providing advice and guidance on pensions and HR enquiries, and other routine requests ensuring records are maintained accordingly. 4. Frequently handle difficult conversations with often distressed customers on sensitive matters ensuring appropriate advice and guidance is given. 5. Liaise internally and with external bodies on pensions related matters. 6. Process and handle personal, sensitive, and confidential data in accordance with Data Protection regulations, and comply with agreed audit procedures when processing all information. 7. To support the Council's Pensions Panel as required.		

	8. Monitor the monthly and annual reports provided by stakeholders and maintain, update and reconcile systems as required. 9. Provide management information reports and assist with data collection, as required. 10. Ensure business system compliance in accordance with statutory and audit requirements by having and maintaining knowledge and understanding of pension calculations. 11. Assist with the development and maintenance of all business systems and processes to ensure effective service delivery, including the tracking and monitoring of known errors. 12. Ensure and check the integrity of all data including completeness, accuracy, and compliance of records with required standards. 13. Work flexibly within the Pensions Section to support all aspect of the team's work according to priorities, resources, and workload. 14. Assist with records management in accordance with statutory duties and Council policy. 15. Acquire and maintain knowledge of pension regulations and associated guidance, policies, and procedures. 16. Keep up to date with relevant employment legislation, Council policies and procedures. 17. Keep up to date with training and development matters via CPD activities. ***The job activities listed are not exhaustive and may be added to or amended consistent with the job purpose.***
Performance Management	• To manage your own performance and any staff you may be responsible for in accordance with the Council's values of Customer First, continuous improvements, openness and honesty, local decision making and team working. • To achieve the agreed performance targets detailed in the work plan and contribute to performance appraisal activities. • To manage your own performance in compliance with all Codes, Regulations and procedures including Code of Conduct, Health and Safety and Governance. • To manage risk, promote risk awareness and prioritise work in light of the risk analysis. • To actively commit to the Council's equality and diversity vision statement and associated policies that promote fairness and equality and celebrate diversity, in dealing with colleagues, clients and service users. • To take all reasonable measures to limit carbon emissions and reduce energy/ resource consumption when undertaking work activities
Prepared by:	**Team Lead Pensions** — **Date:** January 2025

Jan 2012 //HR